





All Awards Criteria Checklist

1. YOU MUST BE A PARTICIPANT IN THE VISIT WALES GRADED/APPROVED SCHEMES

Contact Name:

Visit Wales Ref No:

Establishment Name and Address:

Post Code: Telephone Number:

Email:

Website:

Date:

2. THIS SECTION HAS TO BE COMPLETED FOR ALL AWARDS

Information Provision	Yes	No
Details of nearest doctor, hospital, dentist, all night chemists and vets (if pets accepted)		
Information on local public/regional transport and taxi companies to be available. Provide information on the nearest electric vehicle (EV) charging facilities		
Hyperlinks/Brochures to other local Attraction partners to be provided		
Location and opening times of the nearest shops and garages, including directions to be available		
Details of nearest bank/cash machine, post office and defibrillator, including directions to be available		
Details displayed or provided for local rescue services, including stating 999 telephone number (112 from a mobile). There should be an explanation for overseas visitors that they should always ask for the police in the first instance. Additionally include numbers for mountain rescue and coastguard (if applicable)		
Details displayed of the Countryside Code, where applicable – https://naturalresources.wales/days-out/the-countryside-codes/the-countryside-code-advice-for-countryside-visitors/?lang=en		
First aid kit to be available		
If group bookings taken information on dining facilities/options (if applicable), group registration, and pre arrival information		
Free unrestricted Wi-Fi (if available and provided). This needs to be advertised as does any additional charges made for the provision. Is Wi-Fi or good mobile signal available at the site? Good mobile signal area to be defined		
Nature of provided water supply to be described, if not mains (water supply must meet all statutory regulations for drinking water)		
Details of the Wales Way to be available – https://www.visitwales.com/inspire-me/wales-way/explore-wales-way		

Information Provision	Yes	No
Maps and information available for reference on local area. This can be provided through website, apps, printed guides, social media or other visitor information		
Weather forecast, climbing conditions/routes, traffic/road updates, Ordnance Survey coordinates (if property not located in a named town or village), tide tables (if applicable) or other information for the area to be prominently displayed together and/or telephone numbers that can be called for the latest information by guests if required. Sat Nav, GPS and Three Little Words information to be provided		
Information on local attractions, boat charter/beaches (if applicable) and events and/or tourism information centre telephone numbers and directions supplied. Wet weather options also to be considered		

Below are not award critical – but are suggestions for Best Practice	Yes	No
Wherever possible facilities (either indoor or outdoor) provided for visitor to consume their picnics in a pleasant environment should be considered		
Details of local restaurants and pubs offering food and activities in the area, including opening times to be available if no food outlet available at the attraction.		

Notes Box: If any points above are not applicable or answered 'No', please elaborate further below:

Families Welcome

Croeso
Teuluoedd
Families
Welcome



The Families Welcome award has been developed by Visit Wales in recognition of the considerable efforts businesses have made to cater for families, especially for those with young children. Displaying the logo will give families confidence that they are booking quality accommodation or visiting attractions that meet their particular needs.

Facilities, Services and Information Provision (Additional)	Yes	No
Designated parking area close to the entrance should be provided		
Provide secure storage area for guests' use – e.g. to leave prams etc.		
Ensure all safety requirements in relation to children are in place – a full risk assessment undertaken		
Provide a high chair(s). Suitable crockery/cutlery/drinking cups for small children should be available in the café/tearoom, if applicable		
Children's menu/portion sizes, including healthy and vegetarian options, etc., to be available in the café/tearoom, if applicable		
Provide facilities for warming baby milk and preparing baby food in the café/tearoom, if applicable		
Have baby changing facilities in male and female toilets or a separate facility for baby changing. Portable baby changing mat being appropriate		
Provision of a low level urinal/step or toilet seat for children. Nappy disposal bin and nappy bags to be provided, if requested		
Information at the attraction should be presented at a child's height. This should be relevant to the child's age and be of interest		
Children's gifts should be available in the on-site shop (if available)		
The attraction should have easy access for prams/pushchairs and clear directions given		
Provision of interactive equipment as well as drawing materials/books should be considered		
If there is a play room/outdoor play facilities available, they should be secure and well maintained		
The Families Welcome Award logo to be visible on your business website		

Food Arrangements	Yes	No
Provisions available at the food outlet to include baby food, nappies, etc. If no on-site food outlet available, then details and directions of the nearest food shop to be provided or family friendly eateries should be available		
If meals are provided to be able to offer family friendly dining with children's menu/portions. Dietary requirements and healthy options would be desirable		

Notes Box: If any points above are not applicable or answered 'No', please elaborate further below:

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The Pets Welcome Award has been developed by Visit Wales in recognition of the considerable efforts businesses have made to cater for pets. Displaying the logo will give pet owners confidence that they are booking quality accommodation or visiting attractions that meet their particular needs.

The Pets Welcome Award is predominantly focused on dogs, as this is the major market, however, other visitors like to travel with other pets. In these instances the pet owner should contact the business directly with regards to the suitability of their pet. As nearly half of all UK households has one pet or more, this is a large market.

Facilities, Services and Information Provision (Additional)	Yes	No
Shaded car parking area to be provided, if the attraction has a car park		
The provision of a water bowl and water to be available		
The provision of doggy waste bags and bins to be provided or available, if requested		
Pets welcomed inside the attraction, but not left alone. Any restrictions on where they can go to be advised at time of booking		
Hooks to be placed outside all facilities to secure pets. Details of local day boarding kennels in the area to be available, if required		
Where pets have access to an exercise area, then suitable fencing should be provided. If none available, then details of a suitable exercise area for dogs nearby to be provided along with information and directions of local dog walks		
Storage area for animal transportation crates to be provided, if requested		
The Pets Welcome Award logo to be visible on your business website		

Food Arrangements	Yes	No
Pet provisions available at the food outlet. If no on-site food outlet available, then details and directions of the nearest food shop to be provided or pet friendly eateries should be available. This can be at a central, easily accessible information point		
If meals are provided, the attraction should indicate where and which food outlets pets are welcomed. Dietary requirements and healthy options would be desirable		

Notes Box: If any points above are not applicable or answered 'No', please elaborate further below:

Wales is well known for its winding roads and its spectacular scenery. On a beautiful day, bikers flock across the border to take advantage of some great riding. Wales offers plenty of wonderfully diverse routes from cruising along sleek and smooth roads that wind between green rolling hills or ride along dirt trails through majestic ranges.

Notes Box: If any points above are not applicable or answered 'No', please elaborate further below:

Cyclists Welcome

Croeso
Beicwyr
Cyclists
Welcome



The Cyclists Welcome Award has been developed by Visit Wales in recognition of the considerable efforts businesses have made to cater for cyclists. Displaying the logo will give cyclists confidence that they are booking quality accommodation or visiting attractions that meet their particular needs.

With 1,200 miles of National Cycle Network in Wales, challenging road climbs, incredible mountain biking, and traffic-free family trails taking you through some stunning scenery and welcoming towns and villages, Wales offers something for every rider.

Facilities, Services and Information Provision (Additional)	Yes	No
Provide suitable bike parking for visitors – able to chain bike to a permanent structure, covered bike sheds or parking areas provided, able to park directly outside of the business or provide charging points for e-bikes to be considered. If not possible, direct visitors to nearest bike parking location		
A separate drying space should be available for storing/hanging helmets, wet clothes, rucksacks, etc., allowing the visitor to enjoy the attraction at their leisure		
Display safe cycling safety information, e.g. Think Road safety logo – https://www.think.gov.uk/cycle-safety/		
Offer assistance with information on local accommodation providers who are cyclist friendly. Hold supply of leaflets giving local/national cycle route information. This can be by way of suggested Apps, GPS or Three Little Words		
Information on public transport, cycle transport services and dedicated e-bike charging stations		
Offer a packaging and postal service for goods purchased, if requested		
Facilities including visor cleaning and degreasing hand wash to be made available, if requested		
The Cyclists Welcome Award logo to be visible on your business website		

Food Arrangements	Yes	No
Provisions available at the food outlet. If no on-site food outlet available, then details and directions of the nearest food shop to be provided or eateries should be available. This can be at a central, easily accessible information point		
If meals are provided, dietary requirements and healthy options would be desirable		

Notes Box: If any points above are not applicable or answered 'No', please elaborate further below:

Walkers Welcome

Croeso
Cerddwyr
Walkers
Welcome



The Walkers Welcome Award has been developed by Visit Wales in recognition of the considerable efforts businesses have made to cater for walkers. Displaying the logo will give walkers confidence that they are booking quality accommodation or visiting attractions that meet their particular needs.

Walking is an increasingly popular activity on domestic overnight trips. There are over 1,368 miles of the finest walking in the world in Wales, with towns and villages along the way in which to relax and recharge. Superb scenery is the constant of our walking regions, whether coast, mountains, valleys or hills.

Facilities, Services and Information Provision (Additional)	Yes	No
A separate drying space should be available to hang wet clothes, store rucksacks, etc.		
Offer assistance with information on local public transport and local accommodation providers who are walker friendly. Hold supply of leaflets giving local/national walking route information. This can be by way of suggested Apps, GPS or Three Little Words		
Boot scrapes at main doors and/or access to facilities with water supply for cleaning boots and outdoor clothing. This should be clearly labelled and advertised and should be separate from the drinking water points		
Maps and books available for reference on walking in the area and details of local and regional walking routes and organisations		
Details and directions of nearest outdoor equipment retail providers to be available		
The Walkers Welcome Award logo to be visible on your business website		

Food Arrangements	Yes	No
Provisions available at the food outlet. If no on-site food outlet available, then details and directions of the nearest food shop to be provided or eateries should be available		
If meals are provided, dietary requirements and healthy options would be desirable		

Notes Box: If any points above are not applicable or answered 'No', please elaborate further below:

TV/Film Crew Welcome

Croeso
Criwiau Teledu/Ffilm
TV/Film Crew
Welcome



The TV/Film Crew Welcome Award has been developed by Visit Wales in recognition of the considerable efforts businesses have made to cater for TV/Film Crew. Displaying the logo will give TV/Film Crew confidence that they are booking quality accommodation or visiting attractions that meet their particular needs.

Wales has a wide variety of locations on offer to film and television productions, from epic mountains to stunning coastline, industrial landscapes to remote cottages, historic castles to modern office blocks.

Facilities, Services and Information Provision (Additional)	Yes	No
To provide flexible arrival times with 24 hour access by arrangement to the attraction		
To respect the confidentiality of the filming company, including the nature of the filming, locations used and the guests using the premises. Any servicing of the rooms to be organised to suit the crew's work patterns		
To provide ample parking or advise of alternative suitable arrangement for the film crew vehicles with consideration given to the security of the vehicles and the crew's equipment		
Provision of secure storage area to be available, if requested		
Provision of a meeting room/work centre to be made available		
Provision to negotiate rates for use of the attraction and its facilities (where applicable) to be available if required. The provision of company billing also to be available to the filming company		
Local car/van hire company details to be made available		
The TV/Film Crew Welcome Award logo to be visible on your business website		

Food Arrangements	Yes	No
Provisions available at the food outlet. If no on-site food outlet available, then details and directions of the nearest food shop to be provided or eateries should be available		
If meals are provided, dietary requirements and healthy options would be desirable		

Notes Box: If any points above are not applicable or answered 'No', please elaborate further below:



Llywodraeth Cymru
Welsh Government

Quality Assurance Department
Visit Wales
Welsh Government
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
Ceredigion, SY23 3UR

Tel enquiries: 03000 622418
E-mail: quality.tourism@gov.wales