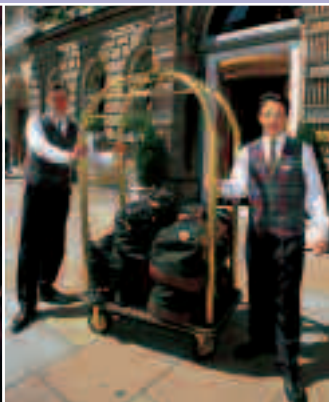


# It's the small things that make a difference.



## ROUND-THE-CLOCK ASSISTANCE



VisitScotland works all year round to assess the standard of accommodation, visitor attractions and places to eat in Scotland. Our five-star grading schemes provide five-star levels of reassurance to visitors. Please note that VisitScotland's Quality Assurance schemes are branded under Scottish Tourist Board.

- ★ Our assessments of accommodation give a clear idea of the standards of hospitality, service, cleanliness, accommodation, comfort and food you can expect. The five-star grading schemes give you all the reassurance you want – quickly and clearly.
- ★ Our quality assurance schemes help you distinguish between the quality of the accommodation, and the number of facilities on offer. They also give you a picture of the range of accommodation on offer in Scotland – from B&Bs and self-catering, hostels and holidays parks, through to hotels and restaurants with rooms.
- ★ We aim to cater for every budget and every preference. Specialised schemes like the Welcome Schemes for walkers and cyclists and the Green Tourism Business Scheme give you even more help in planning your holiday.
- ★ VisitScotland's quality assurance schemes help you arrange your days as well as your nights. In addition to accommodation, we assess visitor attractions ranging from castles and museums, to tours and leisure centres.
- ★ All our assessments are impartial and objective. So, confident that our quality advisors have done all the research beforehand, you can relax and enjoy the prospect of your holiday.

Our food grading scheme assesses the presentation, quality and service of food in every kind of eating establishment in Scotland.



The EatScotland logo tells you that the eating place has achieved the required standard for this new accolade. Those with extra special standards of food are awarded EatScotland Silver or Gold.

### Further information,

Quality Assurance (at VisitScotland) Tel: 01463 723040 Fax: 01463 717244 E-mail: qa@visitscotland.com

We welcome your comments on star-awarded properties. Tel: 01463 723040 Fax: 01463 717244 E-mail: qa@visitscotland.com

## SIMPLE, IMPARTIAL, CONSISTENT



Visitor attractions are graded with 1 to 5 stars according to the standard of customer care they offer. The awards focus on the standard of the welcome, hospitality and service they provide, as well as presentation, and the standard of toilets, shop or café if they have them. The wide variety of attractions graded includes: castles, museums, historic houses, historic attractions, leisure centres, visitor attractions, activity centres, arts venues, wildlife experiences, tourist shops, gardens, garden centres and tours.



Holiday, touring and camping parks are assessed using 1 to 5 stars, with grading based on all aspects of the park, including: cleanliness of facilities, efficiency of service, and the standard of pitches, grounds, play areas and leisure facilities.



Caravan holiday homes of a high standard are recognised by our Thistle Award.



Individual caravan holiday homes are also inspected.



Hostels are assessed, using 1 to 5 stars, on the service and facilities they provide to visitors, and their cleanliness.



Bothies and Bods are inspected.



Properties that make specific provision for walkers and cyclists are recognised in our Welcome Schemes.



A wide range of new welcome schemes have been developed to tell you of places which make a particular welcome for anglers, bikers, children, golfers, and those with classic cars or interested in ancestral tourism.



Businesses with a concern for the environment are recognised in our Green Tourism Business Scheme. Their efforts to operate in an environmentally friendly and sustainable way are graded with Bronze, Silver or Gold.

BRONZE SILVER GOLD

Visitors with disabilities can satisfy themselves that accommodation matches their requirements by looking for the VisitScotland assessment:



Unassisted wheelchair access



Assisted wheelchair access



Access for visitors with mobility difficulties

For more information see [www.visitscotland.com/sitewide/essential\\_info/disability](http://www.visitscotland.com/sitewide/essential_info/disability) or page 52 for local disability information.