

## **PARKS & WOODLAND**

### **SERVICE STANDARD COUNTRY PARK VISITOR CENTRES**

#### **Description of our Service:-**

To provide within West Lothian Council's three Country Parks a quality reception and information service for all visitors, administrative support to Parks & Woodland staff, co-ordinating facility bookings and merchandise sales.

#### **Our Working Partners are:-**

At Polkemmet Visitor Centre, West Lothian Leisure staff are responsible for maintaining a quality reception and information service for the Country Park as well as their driving range and golf course services.

#### **Our Customers are:-**

Visitors wishing to enjoy West Lothian's open spaces and those seeking both formal and informal recreational activities.

#### **Our Business Address is:-**

Almondell & Calderwood Country Park, The Visitor Centre, Near Broxburn, West Lothian EH52 5PE  
Tel: 01506 882254 E-mail: [almondell&calderwood@westlothian.gov.uk](mailto:almondell&calderwood@westlothian.gov.uk) [www.beecraigs.com](http://www.beecraigs.com)

Beecraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL  
Tel: 01506 284516 E-mail: [mail@beecraigs.com](mailto:mail@beecraigs.com) [www.beecraigs.com](http://www.beecraigs.com)

Polkemmet Country Park, The Visitor Centre, Whitburn, West Lothian EH47 0AD  
Tel: 01501 743905 E-mail: [polkemmet@westlothian.gov.uk](mailto:polkemmet@westlothian.gov.uk) [www.beecraigs.com](http://www.beecraigs.com)

#### **Availability of Visitor Centres:-**

Open all year (excluding 4 public holidays at Christmas/New Year). For specific opening hours of each Visitor Centre, please contact on details above.

#### **We will:-**

- Adhere to Parks & Woodland service standards.
- Provide clear and accurate information to all customers using the service, ensuring opening times are displayed and information is available at [www.beecraigs.com](http://www.beecraigs.com)
- Check and respond to e-mails within 24hours and to customer enquiries within 3 working days.
- Deal courteously and fairly with all visitors.
- Manage the facilities in accordance with best practice as outlined in the independent assessment schemes run by Visitscotland and the AA (maintaining 4 star Visitor Attraction for Almondell & Calderwood and Beecraigs, and 4 star Touring Park grades by Visitscotland and 4 Pennant Gold award by the AA for the Caravan & Camping Site).
- Be professional in manner, action and appearance. Ensure frontline reception staff wear identity badges, corporate uniform, welcome customers on arrival (whenever possible) and keep waiting times to a minimum.
- Respond sensitively to individual needs, providing as flexible a service as possible.
- Ensure that all buildings, premises and equipment are maintained in sound condition, fit for intended purpose and maintained to a high standard of cleanliness and hygiene. Ensure the reception area is kept tidy, well stocked and that prices of all products and services offered are made clear, including charges for additional services and any offers available to customers.
- Provide customers with the opportunity to comment on our service and facilities to ensure quality of service.
- Adhere to the standards set in West Lothian Council's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 95%.