

**PARKS & WOODLAND
SERVICE STANDARD BEECRAIGS CARAVAN & CAMPING SITE**

Description of our Service:-

To operate a quality caravan & camping site within Beecraigs Country Park for visitors to West Lothian, promoting West Lothian and its attractions as a holiday destination.

Our Customers are:-

Visitors to West Lothian staying in touring caravans, motorhomes, trailer tents, pitched tents and Little Lodge glamping accommodation within the defined site and having paid the appropriate site fee.

Our Business Address is:-

Beecraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL
Tel: 01506 284516 E-mail: mail@beecraigs.com www.beecraigs.com

Availability of Caravan & Camping Site:-

Open all year for caravans, motorhomes, trailer tents, pitched tents (winter closure) and Little Lodges. All advanced bookings are made through the Visitor Centre.

We will:-

- Adhere to Parks & Woodland service standards.
- Provide clear and accurate information to all customers using the service (includes frontline staff, web site content, displays and marketing). Uphold the Site Standards and Rules of Use for Little Lodges.
- Check and respond to e-mails within 24hours and to customer enquiries within 3 working days.
- Deal courteously and fairly with all visitors.
- Respond sensitively to individual needs, providing as flexible a service as possible.
- Manage the facilities in accordance with best practice as outlined in the independent assessment schemes run by Visitscotland and the AA (maintaining 4 star Touring Park grade by Visitscotland and 4 Pennant Gold award by the AA).
- 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 that the grounds of the site undergo regular maintenance and are landscaped to a high standard, ensuring consistency in the standard of service.
- 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 89%.