



It's written in the stars...

A simple, impartial, consistent approach to quality

VisitScotland, under the Scottish Tourist Board brand, runs the star grading schemes which assess the quality standards of all types of accommodation and visitor attractions from castles and historic houses to garden centres and arts venues. We quality assure over 70 per cent of the accommodation in Scotland and 90 per cent of the visitor attractions – so wherever you want to stay or visit, we've got it covered. Schemes are monitored all year round – each establishment is reviewed once a year. We do the hard work so you can relax and enjoy your holiday.

How does the system work?

Our advisors visit and assess establishments on up to 50 areas from quality, comfort and cleanliness to welcome, ambience and service. The same star scheme runs in England and Wales, so you can follow the stars wherever you go.

Graded visitor attractions

Visitor attractions from tourist shops and museums to leisure centres and tours are graded with 1-5 stars depending on their level of customer care. The focus is on the standard of hospitality and service as well as presentation, quality of shop or cafe (if there is one) and toilet facilities.

The promise of the stars:

- ★ it is clean, tidy and an acceptable, if basic, standard
- ★★ it is a good, all round standard
- ★★★ it is a very good standard, with attention to detail in every area
- ★★★★ it is excellent – using high quality materials, good food where provided and friendly, professional service
- ★★★★★ an exceptional standard where presentation, ambience, food where provided and service are hard to fault.

Establishments awarded gold stars have consistently achieved the highest levels of excellence within their star grading.

A consistent standard wherever you stay



We grade all types of accommodation from hostels, through to B&Bs and self catering properties to hotels grand and small. We even grade campus accommodation and parks offering holiday homes and camping. So whether you prefer to spend the night under canvas or the canopy of a four-poster bed, we'll make sure you know the standard to expect.

Access all areas

The following symbols will help visitors with physical disabilities to decide whether accommodation is suitable:

- Unassisted wheelchair access
- Assisted wheelchair access
- Access for visitors with mobility difficulties.

Symbols - Please note you should always check that a particular facility/service is available at time of booking

Ensuite bath and/or shower for all bedrooms	Telephone in bedrooms / self catering unit	Laundry facilities on site	Satellite/Cable TV	Leisure facilities	Pets accepted by arrangement
Ensuite bath and/or shower for some bedrooms	Payphone available	Washing machine	Broadband	Outdoor swimming pool	Building of historic/literary/architectural interest
Private bath and/or shower for all bedrooms	Television available	Tumble dryer	WiFi	Indoor swimming pool	Gaelic language spoken
Private bath and/or shower for some bedrooms	No TV	Eating out facilities within 2 miles or meal service available (Hostel)	iPod docking station	Regular live entertainment	Additional charge for power/fuel/heating
Washbasins in bedrooms/ rooms	Ground floor bedrooms available	Full alcohol drinks licence/Licensed bar	DVD player available	Games room	M Additional charge for power/fuel/heating
Hairdryer in bedrooms	Bed linen provided on request – free or for hire	Lounge	CD player available	Childrens' play area	+ Not all properties/caravans have all facilities
	Towels provided on request – free or for hire	TV Lounge	Private parking	Short Breaks Available	
		Open hearth fire	Limited parking	Credit/debit cards accepted	
			Disabled parking on site	Property on working farm/croft	
			Garden		



Further information

For more information on Quality Assurance at VisitScotland, please contact us:

Tel. 01463 244111 Fax. 01463 244181
qa@visitscotland.com

We welcome your comments on star-awarded properties:

VisitScotland - Quality & Standards

Cowan House
Inverness Retail & Business Park, Inverness IV2 7GF

Tel. 01463 244111 Fax. 01463 244181
qa@visitscotland.com

Call into any VisitScotland Information Centre for further information.

www.visitscotland.com/wheretofindus

We want you to feel welcome

VisitScotland has developed Welcome Schemes to complement the Star Quality Assurance grades. These schemes tell you about establishments who pay particular attention to the specific needs of these visitors. As well as the established Walkers Welcome and Cyclists Welcome schemes, there are similar schemes for:

- Anglers
- Bikers
- Classic Cars
- Golfers
- Children
- Field sports
- Film crews
- Groups
- Ancestral Tourism



This means that a bothy or bod has been inspected.



The Thistle symbol recognises a high standard of caravan holiday home.



This means individual caravan holiday homes have been assessed.

Because we care



If you care about the environment, this is the sign for you, recognising tourism businesses efforts to care.

Since VisitScotland initiated it in 1997, the Green Tourism Business Scheme has been championing sustainable tourism in the UK, and has become the largest and most successful scheme of its type in the world.

Businesses that try to work in a sustainable, environmentally friendly way are graded:

Bronze, Silver or Gold.

150 different measures are used, divided into technical sections such as energy, water, waste, transport, purchasing and natural and cultural heritage to assess the three different levels.

A business will need to achieve 30 measures to reach the bronze standard, 45 for the silver, 60 for the gold and be taking sufficient action in each section.

The very best of food and drink



EatScotland is a nationwide food Quality Assurance scheme from VisitScotland.

Only those operators who meet the EatScotland quality standards are accredited to the scheme so look out for the logo to ensure you visit some of Scotland's best, quality eating establishments.

Those with extra special standards of food are awarded EatScotland Silver or Gold.

We assess the presentation, quality and service of food in every kind of eating establishment in Scotland from fish and chip shops to pubs, takeaways and top class restaurants. Whether you're looking for a family friendly bar or a romantic restaurant, EatScotland gives a reliable, authoritative and comprehensive guide to eating out in Scotland.

Look out too for the new Scotland's Best Bars scheme, assuring the quality of the vast range of bars and pubs on offer.

Serviced accommodation may also provide the following:

- Tea/Coffee making facilities in bedrooms
- Restaurant
- Evening meal available
- Room service
- Restricted alcohol drinks licence
- Smoking rooms available
- Laundry service
- Porterage
- Four poster beds
- Packed lunches by arrangement
- Vegetarian diets provided
- Special diets provided
- Passenger lift

Self Catering may also offer the following:

- Ensuite bath and/or shower room(s) in self catering unit
- Non-smoking establishment
- Microwave
- Dishwasher
- Freezer
- Domestic help

Hostels may also provide the following:

- Meal service available
- Drying facilities
- Family rooms available
- Twin/double rooms available
- Alpine sleeping platform

Caravan and Camping Parks may also provide the following:

- Gas cylinders for exchange refill
- Cafe/Restaurant
- Take away food available
- Cycle hire nearby
- Motor homes welcome
- Pitches for touring caravans
- Tents welcome
- Shower available
- Bath available
- Car parking adjacent to caravans or tents
- Chemical toilet disposal facility
- Chemical toilet disposal for motor homes
- Shop within 2 miles/mobile food shop calls
- Shop on site
- Drying facilities