



Visit
Wales



Cyclists Welcome
Walkers Welcome
**Criteria for Serviced
and Self-Catering
Accommodation**



Llywodraeth Cymru
Welsh Government

Cyclists Welcome

All participants must be, and remain a member of the appropriate Visit Wales Star Grading Scheme, and satisfy all of the following criteria:

Facilities and Services

- A separate space should be available for drying outdoor clothing and footwear, so clothes can dry overnight.

- Lockable undercover area for safe overnight storage of bicycles and panniers, with an unobstructed entrance.

- Access to water point for washing bicycles and outdoor clothing.

- Emergency cycle & puncture repair kit. Suggested items to include: Tyre levers, puncture repair kit, Lubricant, Pump for Presta and Schraeder Valves.

- First aid kit to be provided as appropriate to size of business.

Food Arrangements

- Hot and cold drink making equipment (offer of beverages on arrival encouraged). In serviced accommodation ingredients should be provided or beverages to be served on request.

- Evening meal available if no eating facilities within one mile (serviced accommodation).

- Early packed breakfast available (From 7.00am) (Continental acceptable) if notified the night before.

- In serviced accommodation a packed lunch available (an extra charge may be made). Flask top up service available.

- In Self-Catering accommodation provision made for the pre-ordering of basic grocery items prior to arrival for guests arriving without a car.

Information Provision

This can be at a central, easily accessible information point & may also be placed in guest's rooms or Self-Catering accommodation.

- Details of nearest cycle hire outlets and cycle repair / spares shops available.
- Details of nearest doctor, hospital, and all night chemists and vets (if pets accepted).
- Maps and books available for reference on cycling in the area / details of local and regional cycling routes and organisations.
- Information on local public transport and what cycle carriage facilities are available or contact details provided. Also details of any baggage transfer and taxi companies operating locally.
- Weather information for the area displayed prominently together and/or telephone numbers that can be called for the latest information by guests if required.
- Information on local attractions and events and/or telephone numbers that can be called for the latest information by guests, if required.
- In Self-Catering accommodation information provided on location and opening times of the nearest shops, including directions.
- Details of nearest bank / cash machine, public telephone, post office and outdoor equipment shops.
- Details displayed for local rescue services, including stating that 999 telephone number (112 from a mobile phone). Mountain Rescue and Coastguard (if appropriate).
- Details displayed of the Countryside Code, www.countrysidecodewales.org.uk or 0845 1306 229.
- Details of local restaurants and pubs offering food.
- If group bookings are taken information should be available for groups on storage facilities, dining facilities / options, group registration and pre-arrival information required and provided.

Walkers Welcome

All participants must be, and remain a member of the appropriate Visit Wales Star Grading Scheme, and satisfy all of the following criteria:

Facilities and Services

- A separate space should be available for drying outdoor clothing and footwear, so clothes can dry overnight.

- Boot scrapes at main doors and/or access to facilities with water supply for cleaning boots and outdoor clothing.

- First aid kit to be provided as appropriate to size of business.

Food Arrangements

- Hot and cold drink making equipment (offer of refreshments on arrival encouraged). In serviced accommodation ingredients should be provided or beverages to be served on request.

- Evening meal available if no eating facilities within one mile (Serviced accommodation).

- Early or packed breakfast available (From 07.00am) (continental acceptable) if notified the night before.

- In serviced accommodation a packed lunch to be available (an extra charge may be made). Flask top up service available.

- In Self-Catering accommodation provision should be made for the pre-ordering of basic grocery items prior to arrival for guests arriving without a car.

Information Provision

This can be at a central, easily accessible information point & may also be placed in guest's rooms or Self-Catering accommodation.

- Details of nearest doctor, hospital, and all night chemists and vets (if pets accepted).
- Maps and books available for reference on walking in the area / details of local and regional walking routes and organisations.
- Information on local public transport or contact details provided. Also details of any baggage transfer and taxi companies operating locally.
- Weather information for the area displayed prominently and/or telephone numbers that can be called for the latest information by guests, if required.
- Information on local attractions and events and/or local tourist information centre number and directions supplied.
- In Self-Catering accommodation information provided on location and opening times of the nearest shops, including directions.
- Details of nearest bank / cash machine, public telephone, post office, post box and outdoor equipment shops.
- Details displayed for the local rescue services, including stating 999 telephone number (112 from a mobile phone). Mountain Rescue and Coastguard (if applicable).
- Details displayed of the Countryside Code, www.countrysidecodewales.org.uk or 0845 1306 229.
- Details of local restaurants and pubs offering food.
- If group bookings are taken information should be available on storage facilities, dining facilities / options, group registration, and pre arrival information required and provided.

Contact Details

If you would like to apply for a Star grading visit or discuss any issue of concern arising out of the contents of this guide, contact us at:

Visit Wales
Welsh Government
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
Ceredigion SY23 3UR

Tel: 0845 010 8020

Fax: 0300 062 2081

E-mail: quality.tourism@wales.gsi.gov.uk

You can also find a grading application form, fee details and an electronic version of this guide by visiting our website www.wales.gov.uk/tourism and clicking on 'Grading'.