



SERVICE STANDARD WEST Lothian COUNCIL'S BEECRAIGS ANIMAL ATTRACTION

Description of our Service:-

To manage a breeding herd of Red Deer and a fold of Highland Cattle (under Quality Meat Scotland scheme) as an attraction within Beecraigs Country Park.

Our Customers are:

Visitors to West Lothian who enjoy observing the deer herd and highland cattle fold on an informal basis. Purchasers of quality farmed venison, and other deer and cattle outlets purchasing live Beecraigs stock. Educational establishments and members of the public who have arranged a Ranger-led visit to the Animal Attraction.

Our Business Address is:-

Beecraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL
Tel: 01506 844516 Fax: 01506 846256 E-mail: mail@beecraigs.com www.beecraigs.com

Availability of Animal Attraction:-

Open all year for access along the Sutherland Way walk for informal visitors, subject to operational requirements. Ranger-led walks for pre-booked groups.

We will:-

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Provide clear and accurate information to all customers using the service.
- Comply with all relevant statutory obligations and local licensing requirements relating to the business.
- Manage the deer herd and highland cattle fold in line with current animal welfare best practice based on a natural products feeding regime containing no growth promoters or other artificial additives.
- Adhere to the Biosecurity Code, as recommended by the Scottish Executive, to reduce the possibility of the introduction or spread of disease-causing organisms into and between animal sites.
- Maintain an online service, enabling customers to order online prior to collection.
- Working with the Ranger Service, provide educational groups with a conducted tour of the animal attraction on request, by prior arrangement.
- Continue to conduct land management improvements and investigate other sources of grant funding and partnership opportunities.
- 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.
- Provide customers with the opportunity to comment on our service and facilities.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 90%.