



SERVICE STANDARD WEST LOTHIAN COUNCIL, 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 or tents upon the site designated for the said purpose 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 844516 Fax: 01506 846256 E-mail: mail@beecraigs.com www.beecraigs.com

Availability of Caravan & Camping Site:-

Open all year for caravans / motorhomes / trailer tents with reduced occupancy for tents over the winter period. On arrival visitors may book-in at reception within The Restaurant at Beecraigs or at the Visitor Centre. All advanced bookings are made through the Visitor Centre.

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 (includes frontline staff, web site content, displays, marketing).
- Liaise with our partner The Restaurant at Beecraigs to ensure they have a well run and coordinated reception for customers of the caravan & camping site.
- Check and respond to e-mails, telephone enquiries and any other correspondence within 2-3 working days (includes maintaining the online enquiry, booking & payment system).
- Deal courteously and fairly with all members of the community.
- 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 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.
- Provide customers with the opportunity to comment on our service and facilities.
- Regularly evaluate and review performance and make the results available.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 85%.