



ASSC

Supporting self-catering in Scotland



**RIVER
TWEED
TRAIL**

Extract from the results of a survey undertaken by the [Association of Scotland's Self Caterers](#) on Welcoming Walkers and Cyclists.

Do you have any valuable tips for self-catering operators looking to create a warm welcome for walking and cycling enthusiasts?

Key Themes and Recommendations

1. Facilities and Infrastructure

Essential Amenities:

- Drying room/boot room for wet gear
- Secure, lockable bike storage (undercover if possible)
- Warm, dry, and well-lit areas for bike repairs, with tools and a bike stand if possible

Additional Comfort:

- Outdoor washing line or clothes airer
- Tiled floors and washable rugs to handle mud and dirt
- Hot water for showers and heating

2. Local Information

Provide detailed **maps, guides, and suggestions** on:

- Local walking and cycling routes (low level, family-friendly, and challenging)
- Local bike maintenance stations, hire shops, and repair stations
- Include pre-arrival and on-site materials, such as **folders** with routes, points of interest, and dining options
- Use **online marketing** (website, social media) to emphasise walking and cycling-friendly features

3. Personal services

- Flexible check-in and check-out times to accommodate travellers arriving late or after long trips
- Provide **pack lunches, complimentary drinks**, and other small comforts like blankets or hot water bottles
- Offer services like **shopping for food/drink supplies** to ease their burden

4. Dog friendly accommodation

Many walkers bring dogs. Ensure dog-friendly features, such as:

- Outdoor washing areas for pets
- Spaces for drying towels, dog beds, or other pet accessories

5. Environmental considerations

- Encourage **public transport** to reduce emissions and congestion
- Highlight sustainable travel practices in your recommendations and operations

6. Marketing and recognition

- Register on walking and cycling-friendly platforms like **Walk Highlands**
- Promote what sets your property apart (e.g., cyclist-friendly amenities) in your marketing materials

7. Other notable suggestions

- Be prepared for guests to arrive dirty/muddy and create a **welcoming atmosphere** regardless
- Allow for **chance arrivals** and last-minute bookings
- Build connections with local businesses for **food, bike hire, and transport services**

What additional facilities or services do you provide to enhance the stay of walkers and cyclists (tick all that apply)?

- 75% Secure bike storage
- 17% Electric bike charging
- 46% Drying room/ allocated area
- 75% maps of local trails
- 87% clothes washing facilities
- 2% ready meals
- 13% option to stay one night only

With thanks to the Association of Scotland's Self Caterers. January 2025