



## Kids in Museums Family Café Standard Checklist

Our Family Café Standard is a new benchmark that recognises cafés at museums and cultural attractions that are great for families.

In order to become accredited, cafés have to provide evidence of how they meet our Family Café Standard Checklist criteria as listed below. The criteria are based on feedback from family judges for our Family Friendly Museum Award, consultation for our Kids in Museums Manifesto and a survey of family museum visitors in summer 2021.

Organisations do not have to meet every point of the checklist in order to be accredited. The evidence they provide will be assessed and scored by the Kids in Museums Team to ensure a high level of compliance.

Please note that the Family Café Standard does not take the place of any food standards, hygiene or health and safety inspection.

### Pre-visit information

- Can people find out information about the café before they visit?  
This should include menu choices, prices and what is offered for different dietary requirements.
- Does the café feature in your site's visual or social story?  
A visual story is a document with photographs and simple text that is used by families with special educational needs and disabilities (SEND) to understand what to expect from a museum visit.
- Is the café promoted as family friendly on the organisation's website?  
It should be clear from your website that the café is family friendly and welcoming of all ages.
- Is it clear that breastfeeding is welcome?  
This should be highlighted through your website, menus and signage in the café.

## Space and facilities

- Is there space for pushchairs and for wheelchairs?
- Are counters low enough for children and wheelchair users to use them?
- Are highchairs available?
- Is there a bottle warmer available to heat up bottles?
- Do you offer any of the following:
  - a) free tap water?
  - b) tap water refills for water bottles?
  - c) are you part of a refill scheme?
- Is the children's menu visible and advertised before you go into the café?
- Are there books or activity sheets available for smaller children?
- Is there free Wi-Fi?
- Are the toilets clearly signposted?
- Do you have a spares box containing nappies, wipes and period products, and is the spares box signposted in the nearest bathroom?

## Choice of food

- Is there either:
  - a) a children's menu?
  - b) an offer tailored for children, such as a pick and mix lunchbox?
- If you serve hot food, are children's portions available?
- Are there any of the following healthy choices available for children?
  - a) Fruit as a snack
  - b) Low sugar drinks (drinks that do not incur the Sugar Tax)
  - c) A portion of vegetables as part of a hot meal
- Are there vegetarian, vegan and gluten free options available for children?  
We appreciate this does not encompass all dietary requirements, but this covers the most frequently asked in our family feedback.
- Can you get children's portions of hot drinks and cakes?
- Is there any connection between the café menu and the museum collection, location or family programme?

## Affordability

- Is the cost of a meal for a child and for a family of four affordable compared to other local cafés?

Kids in Museums will benchmark the cost against the average price of food at museum cafés in a similar geographical location. We will look at the price of either a hot or cold meal for a family of four, taking into account any offers or children's meal deals.

## Sustainability

- Does the café provide information about sustainability?
- When available, does the café use locally sourced ingredients?
- Is the café working to reduce food waste?
- Does the café use meat and fish that are sustainably sourced and meet high animal welfare standards?
- Is there a discount for using a reusable coffee cup?
- In partnership with the organisation where the café is located, are you recycling as much as possible?
- Do staff receive training in:
  - a) being family friendly?
  - b) being SEND friendly?

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To find out more about becoming accredited with the Family Café Standard, please visit the Family Café Standard web page.

If you have any questions or feedback on the Family Café Standard Checklist, please get in touch: [getintouch@kidsinmuseums.org.uk](mailto:getintouch@kidsinmuseums.org.uk)