



## 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.

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### Pre-visit information

- Can people find out information about the café before they visit?  
This should include prices, menu choices 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 the children's menu visible and advertised before you go into the café?
- Are highchairs available and advertised on signage?
- Is there a bottle warmer available to heat up bottles and is it advertised in the café?
- Is the café accessible for pushchairs and is there space to park them either by the tables or in a buggy park?
- Is the café accessible to wheelchairs? This will include step-free access, the height of your tables, width of your café doors and ease of moving around.
- Do you offer and advertise either of the following:
  - a) free tap water?
  - b) tap water refills for water bottles?
- Are there books or activity sheets available for smaller children?
- Is there free Wi-Fi and is access clearly visible on signage?
- Do you have a spares box containing nappies, wipes and period products, and is the spares box signposted in the nearest bathroom or in the café?
- Are the toilets clearly signposted?

## Choice of food

- Is there:
  - a) a children's menu?
  - b) an offer tailored for children, such as a pick and mix lunchbox?
  - c) an option to have smaller portions of hot food?
- 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 available 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?

- If you can't accommodate the dietary requirements of one member of a family other than a baby (for example they are only able to eat soft food), will you allow the rest of the family to eat in the café while the member of the family whose needs, you can't accommodate eats their own food?

## Affordability

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

We will compare your prices to a benchmark based on other similar cafés, either inside London or rest of the UK. We know families come in all shapes and sizes, but this will be based on a group of four as our benchmark.

## Sustainability

- Does the café provide public information about sustainability?
- When available, does the café use locally sourced ingredients and provide information about this publicly?
- 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, such as RSPCA Red Tractor Scheme or MSC Fisheries Standard?
- 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)