



# BABY AND CHILD-FRIENDLY CONCEPT

Guest Satisfaction and Service Quality



**Side Sun Hotels**

★★★★ SIDE SUN HOTEL • BELLA RESORT & SPA ★★★★★





# BABY AND CHILD FRIENDLY

## WHY IS THE CONCEPT

## IMPORTANT?

Designed specifically for families, the Smile Baby and child concept aims to bring a smile to the faces of babies, children and parents throughout their holidays with the baby and child-friendly services it offers.

Creating a holiday environment that suits the needs of families

Easing the holiday challenges faced by families with babies

Ensuring that children have a fun and safe holiday

Ensuring that parents leave their vacation satisfied



# Baby and Child Friendly Services

- Kids Chef: Special menus (baby food, special meals for children)
- Private area in the main restaurant
- Mini Club and outdoor play areas
- Room services such as baby cot, room cleaning, kettle
- Baby care units (in public areas)
- Animations and events





# THE IDEAL HOLIDAY FOR FAMILIES THE IMPORTANCE OF BEING BABY-FRIENDLY



- Special breastfeeding and formula preparation areas.
- Baby cot, bottle warmer, high chair.
- Kid-friendly menus and private chef.
- Baby care units and safe play areas.
- Empathic and solution-oriented staff support for families.

**VS**

## HOTELS THAT ARE NOT BABY AND CHILD FRIENDLY

- No special areas or services are provided for babies.
- Lack of baby equipment in rooms (e.g. cot, kettle).
- No special meals for children in the restaurant.
- Lack of play area and baby care unit.
- A service that is insensitive to the needs of families and does not offer solutions.









# PRODUCTS AND SERVICES


## FREE SERVICES

- Baby cot
- Snacks
- Room cleaning twice a day
- Kettle for preparing baby food
- Outdoor play areas
- Baby care unit

## PRODUCTS INCLUDED IN THE PAID BABY KIT

- Baby monitor (800 m range)
  - Bottle warmer
  - Stroller (with stroller and cane options)
  - Baby shower set and bath tub
  - Thermometer, potty
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# MINI CLUB AND CHILDREN'S ACTIVITIES

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ACTIVITY PROGRAMS SUITABLE FOR AGE GROUPS

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ACTIVITIES THAT COMBINE EDUCATION AND ENTERTAINMENT

01

SAFETY PRECAUTIONS FOR CHILDREN





# THANK YOU



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