

Family Policy for Velvet Roast Cafe

Effective Date: 27 December 2024

Introduction

Velvet Roast Cafe ("we," "our," or "us") is committed to creating a welcoming and inclusive environment for all families. This Family Policy outlines our approach to fostering a family-friendly atmosphere, including the services, facilities, and expectations for families visiting our cafe.

By visiting Velvet Roast Cafe, you agree to abide by this Family Policy, which is designed to ensure a positive experience for all guests.

1. Family-Friendly Environment

1.1 Welcoming Families: We strive to provide a warm and inviting space where families with children of all ages feel comfortable and valued.

1.2 Children's Menu: Our menu includes a selection of kid-friendly meals and beverages designed to cater to younger palates while maintaining the quality you expect from Velvet Roast Cafe.

1.3 Designated Family Areas: We offer designated seating areas that are spacious and equipped to accommodate families, including high chairs and booster seats upon request.

2. Facilities for Families

2.1 Baby Changing Stations: Clean and accessible baby changing facilities are available in our restrooms for your convenience.

2.2 Stroller Accessibility: Our cafe is designed with wide aisles and accessible entryways to accommodate strollers and mobility devices.

2.3 Play Area: We provide a small, supervised play area for children to enjoy while parents relax. Parents are responsible for supervising their children at all times.

3. Expectations for Families

3.1 Supervision: Children under the age of 12 must be supervised by a parent or guardian at all times while in the cafe.

3.2 Respect for Others: We encourage families to help their children understand and respect the shared space, ensuring that all guests enjoy a pleasant experience.

3.3 Noise Levels: While we understand that children may be energetic, we ask families to manage noise levels to maintain a comfortable environment for all patrons.

4. Family Events and Activities

4.1 Special Events: Velvet Roast Cafe hosts family-friendly events such as storytelling sessions, craft activities, and seasonal celebrations. Event details will be shared on our website and social media channels.

4.2 Birthday Parties: Our cafe offers packages for hosting children's birthday parties. Please contact us to inquire about availability and pricing.

5. Health and Safety

5.1 Allergen Awareness: We take dietary restrictions and allergies seriously. Please inform our staff of any specific dietary needs when placing an order.

5.2 Emergency Procedures: Our staff is trained in basic first aid and emergency response protocols to ensure the safety of all guests.

5.3 Hygiene Standards: We maintain high standards of cleanliness in all areas of our cafe, including family facilities and play areas.

6. Feedback and Suggestions

We welcome feedback and suggestions on how we can improve our services for families. Please feel free to reach out to us using the contact details below.

7. Contact Us

If you have any questions or require assistance, please contact us at:

Velvet Roast Cafe

Email: [Insert Email Address]

Phone: [Insert Phone Number]

Address: [Insert Physical Address]

Acknowledgment

By visiting Velvet Roast Cafe, you acknowledge and agree to this Family Policy, ensuring a safe and enjoyable experience for all families.