CHAPTER 7

Children's Playground with Design by Customer Expectations and Environmentally Friendly Innovations

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Introduction

Tourism can be thought of as an experience chain based on human relations (Taner, 2018). The interactions between the people who have this experience, the quality of the services provided, and the memories left behind are factors in the next holiday choices (Taner, 2018).

Success in the holiday industry is possible not only by offering a beautiful place to stay but also by understanding the emotional and practical needs of holidaymakers and providing them with a special and unforgettable experience. The studies carried out in this direction will enable businesses to gain a competitive advantage and help them gain a solid place in the sector by increasing customer satisfaction. In today's intense competitive environment, businesses need to analyze customer profiles in detail and provide services that meet the wishes and needs of holidaymakers (Emir & Pekyaman, 2010). For example, considering the cultural differences of holidaymakers, and understanding the habits and holiday expectations of holidaymakers from different cultures can enable businesses to provide them with better service. At this point, businesses can train their staff to have a variety of cultures and language skills.

In addition, the presentation of the flavors of different cuisines gives holidaymakers an unforgettable experience. Another issue that businesses should consider is the various services they offer to families with children to make their holiday experience more enjoyable and comfortable. Children's playgrounds, children's clubs, spray parks, and businesses that provide educational activities are preferred because outdoor playgrounds support the development of children (Demir Öztürk, Atmaca & Kuru, 2020).

Another important issue for holidaymakers is the health and safety of the operators. How much attention is paid to hygiene standards and health measures, especially during the pandemic period, plays an important role in the preferences of holidaymakers. Investments in cleanliness and hygiene can enable holidaymakers to determine their accommodation preferences with confidence. Providing the most suitable services for these requests and needs, and ensuring customer satisfaction, causes businesses to stand out in the sector.

Aim and Problem of the Research

Children's Role in Families' Holiday Decisions and Choices

When families make holiday plans, they pay attention to the fact that the businesses they prefer are a suitable places for their children and then for them (Aymankuy & Ceylan, 2013). A consumer is psychological, such as family, personality, learning, lifestyle, attitude; age, income, gender, family size, occupation and educational status, and services provided to children (Emir & Pekyaman, 2010).

Table 1.
Decision-making stages in holiday selection (Emir & Pekyaman, 2010).

Step	Events and Decisions	Influences and Considerations
The need for a holiday	Perceived desire for a vacation Valuation of holiday needs Information collection and valuation	General holiday motivation Vacation time Time
Information gathering	Review of travel brochures and advertisements Consultation with friends and travel agents	Past holiday experiences Exposure to resort communications Holiday advertisements and promotions, Advice and suggestions from friends and agents
Decision	Deciding on the holiday destination, type of transportation, time, budget, intermediaries, tourist services to be received	Perceived image, touristic Destination promotions Previous Audit Potential Destination Image, Intermediaries
Preparing for travel	Location finalization, payment Hardware	Service advice, travel agencies Bank, credit card, health care

During childhood, children have fun, rest, and vacation with their families (Emir & Pekyaman, 2010). His family's choices currently are an incredible experience for them (Emir & Pekyaman, 2010). In addition, these choices affect children's lifelong holiday preferences (Emir & Pekyaman, 2010).

Families with children examine the services in the businesses they choose and turn to businesses that meet their expectations and needs. For example, when the research and surveys were examined, it was seen that the "no children's pool" of the hotels was the issue that affected the elections at the highest level (Emir & Pekyaman,

2010). This situation shows how much families care about the opportunities they can offer to their children in the purchasing process (Emir & Pekyaman, 2010). In addition, it is ensured that the operators are known as family facilities in the tourism market by adapting their products and services to the needs of families (Emir & Pekyaman, 2010). For this reason, children have a direct impact on families' holiday decisions. Families with children have special expectations from businesses about the services provided to children (Emir & Pekyaman, 2010).

The Impact of Holidays on Their Children

Families prefer hotels that can meet the needs and wishes of their children rather than their own needs and wishes (Emir & Pekyaman, 2010). Therefore, the child factor has become even more important in the tourism sector in the last decade (Emir & Pekyaman, 2010). Thus, businesses have started to provide additional services for children (Emir & Pekyaman, 2010). To obtain the title of a family hotel or child-friendly, it offers many criteria such as "children's pool and children's club" to its customers (Emir & Pekyaman, 2010). Thus, families prefer facilities where their children will be happier (Emir & Pekyaman, 2010). In this context, the study aims to develop an entertainment facility with new technologies for hotel operators (Emir & Pekyaman, 2010).

A compact playgroup has been designed that will attract the attention of children and ensure that families meet their children's needs and wishes and have a comfortable holiday during the decision process for choosing a hotel. This specially designed playgroup has been developed to enable families to make more informed and satisfied decisions when choosing a hotel. The playgroup, which will attract the attention of children and make their holidays more enjoyable, offers games, activities, and entertainment options to users in these areas with the ability to have both wet floors and pools. Families can enjoy a relaxing holiday by choosing this special playgroup to ensure that their children have a pleasant time during the holiday. Today, families do not prefer children's games that do not improve their academic skills. (Özyürek, 2019). They prefer games that improve children's physical, cognitive, and social skills (Yoleri & Tetik, 2020).

Our playgroup includes interactive games suitable for preschoolers. Specially designed playgrounds help children develop their creativity while also providing fun and educational experiences. It also gives holidaymakers the confidence to ensure that their children are playing in a safe environment. This private playgroup is aesthetically designed to blend in with the overall atmosphere of the hotel. Colorful and vibrant designs attract the attention of children while at the same time allowing the holiday to pass in a cheerful and pleasant atmosphere. While such entertainment facilities in the sector take up a very large area, it is not possible to use businesses with limited space. These factors have been minimized with the optimization studies carried out on the size of the playground to be established within the scope of the project and the amount of water used. Since it is an environmentally friendly work, it is important for businesses.

Research Questions

- Minimizing the areas of water park products,
- Wet playgrounds for customers who do not want to use a pool,
- High water consumption in water parks,
- The narrowness of the product range where preschool children can spend time with interactive play equipment,

Work has started on their feedback.

Figure 1.
Image of the Mini Splash project



Hypotheses of the Research

Based on the feedback from its customers about the water parks it produces, Polgün has identified some of the main problems and demands. Based on this feedback, he identified some key issues to consider during the design and development phase of the project. First, the fact that the products in the current sector cover a large area is a problem for operators with narrow areas. The feedback from these enterprises is the focus of our project, and studies have been carried out on the usability of the first one in narrow spaces.

This will attract the attention of businesses with limited space and provide a competitive advantage. The second important issue in the incoming requests is that water-based activities have been developed in our project for businesses that do not want to build a pool. The successful design of the activities in the water parks without the pool has been shown within the scope of the project. In addition, the correct use of water in playgrounds designed without pools, and environmentally friendly and fun alternatives not only meet the expectations of your customers but also lead to the development of systems that optimize the use of environmentally conscious water.

Figure 2.
Mini Splash project for confined space

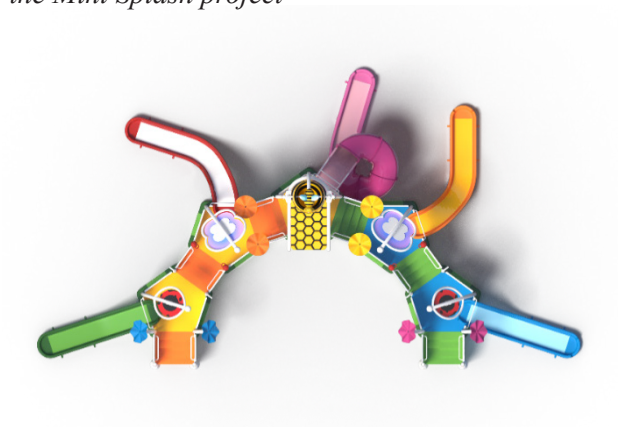


Apart from the benefits mentioned within the scope of the project, attention has been paid to carrying out studies related to them within the scope of the same project, considering the user demands. It is predicted that 60% of the playgrounds will be preschool children. The narrowness of interactive playgrounds and product range where preschool children can spend time indicates that you need to develop products suitable for children's entertainment and learning needs. Therefore, developing creative, educational,

and interactive games in the established playgrounds increases the attractiveness of our project for children and families with children. Our project, which was developed by taking this feedback into account, is a solution to these problems. In addition, feedback from users is resolved quickly thanks to the modular structure of our project.

Results of the Research

Figure 3.
Front and top view of the Mini Splash project



In these areas, spray parking and water slides are combined. These areas also encourage businesses to be "environmentally friendly" by minimizing the water consumption used. Feedback from customers,

- Occupying a large space of the existing products in the sector,
- The customer does not want to build a pool,
- High water consumption in existing water parks,
- The narrowness of the product range where preschool children can spend time with interactive play equipment,

provided solutions to their feedback.

Modules were suitable for new trends that include interactive games, environmentally friendly due to low water consumption, flower and insect motifs that can be applied to both wet ground and low-depth pools, where children can have fun safely, parents can easily follow their children, and operating costs will be low for businesses. By examining the demands of our customers, optimization studies have been carried out to adapt the park with the smallest slide sections allowed by the EN-1069 standard to use narrow spaces efficiently.

Since the general purpose of the project is to use narrow spaces effectively and the structure is desired to have modules, it has been produced in line with this purpose in all details. The maximum height of the slide in the group is determined as 2.60 m. The slide falling from the 0.80 m platform was chosen as a straight and single model. The minimum dimensions allowed by the standard were used as the slide section. Two models, flat and helical, have been prepared for the slide, which will be located on the 1.40 m platform. A helical slide model has been prepared for an elevation of 2.00 m. The cross-sections of all these slides have been prepared with similar cross-sections so that they can use the same start, finish, and dry exit parts. For the 2.60 m platform, a section that can be used in both open section and tube form was designed in the section allowed by the standard, which will be used for the first time in the sector and was created by combining helical parts. The variety and number of interactive games to be used by children in children's playgroups play an important role in the success of the playgroup. Due to this situation, a minimum of one interactive game is designed on each column.

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