

# VisitEngland ™

## British Graded Holiday Parks Scheme

### Quality Standard



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## Areas of Assessment

From April 2012 park operators should be aware that the internal aspects of their letting fleet will no longer feature as an individual area of assessment. However operators should ensure their letting fleets meets minimum standards and inventory (see pages 12 & 13). The assessor will require access to a sample of the fleet to confirm standards are met.

### Cleanliness

1. Reception
2. Shop
3. Bar, Club, Restaurant and Take-Aways
4. Launderette, drying room
5. Public toilets. Accessible bath/shower room, family and baby change facilities
6. Recreation and Leisure
7. Campers' kitchen and dining, picnic tables, BBQs
8. Park grounds
9. Refuse and recycling areas
10. Toilet and Shower facilities (Male)
11. Toilet and Shower facilities (Female)
12. Touring Facilities

### Reception and Reception Services

*N.B. This will also include assessment of the tourist information room/building if it is separate from reception.*

13. Exterior/Frontage
14. Décor and Flooring
15. Fixtures, Fittings and Furnishings
16. Lighting
17. Space, comfort and ease of use
18. Tourist information
19. Welcome and arrival procedures and Guest Information

### Park Facilities

#### Shops

20. Exterior/Frontage
21. Décor and flooring
22. Fixtures and fittings
23. Lighting
24. Space, comfort and ease of use

#### Bar, Clubs, Restaurants and Take-Aways

25. Exterior/Frontage
26. Décor and flooring
27. Fixtures, fittings and furnishings
28. Lighting, heating and ventilation
29. Space, comfort and ease of use

#### Launderette and Drying Room

30. Exterior/Frontage
31. Décor and Flooring
32. Lighting and ventilation
33. Fixtures and fittings
34. Laundry equipment
35. Space, comfort and ease of use

#### Recreation, Sport and Leisure

36. Exterior/Frontage
37. Facility (indoors)
38. Equipment (indoors)
39. Layout and ease of use (indoors)
40. Facility (outdoors)
41. Equipment (outdoors)
42. Layout and ease of use (outdoors)

## Park Grounds

43. Lighting
44. Signage
45. Fire points
46. Road surfaces and paths
47. Refuse disposal and recycling provision
48. Picnic tables, BBQs, Campers' kitchen etc.
49. Landscaping
50. Ancillary or unused buildings maintenance
51. Grounds maintenance
52. Park layout
53. Car parking and late arrival facility

### Caravan Holiday Homes and Seasonal Touring Caravans

54. Exterior
55. Pitch layout and spacing
56. Pitch quality and maintenance
57. Pitch and service connections
58. Exterior
59. Pitch layout and spacing
60. Pitch quality and maintenance
61. Pitch and service connections

### Toilet and Washing Facilities

62. Exterior/Frontage
63. Décor
64. Flooring
65. Lighting
66. Heating and ventilation
67. Fixtures, fittings and sanitary ware (WCs and basins)
68. Fixtures, fittings and sanitary ware (showers)
69. Space, comfort and ease of use

### Touring, Motorhome and Camping Pitches and Facilities

70. Pitch layout and spacing
71. Pitch quality and maintenance
72. Electric hook-ups
73. Water points and grey water disposal
74. Chemical Waste disposal points
75. Motor Vehicle Waste Disposal Points (MVWDP)
76. Washing up facilities

*Note: In each of the above areas of assessment the Quality Assessor will decide whether to award a score of 'Excellent' (5 marks), 'Very Good' (4 marks), 'Good' (3 marks), 'Quite Good' (2 marks), 'Acceptable' (1 mark) or 'Poor' (0 mark).*



# Sustainability

## Sustainability: Doing Business Even Better

Green tourism and sustainable practices in your business are one and the same thing; it's all about taking small steps that enable you to do business even better, not differently. Small changes will not only save money, improve employee relations, enhance profitability and provide a richer experience for customers but over time you will also improve your business's impact on the local community, environment and economy. Going Green does not have to be a chore and is just as applicable to properties in a city centre as a rural location.

## VisitEngland Can Help

VisitEngland is committed to promoting the adoption of sustainable practices among all tourism businesses. It is our aim to ensure that a sustainable approach is complimentary to improving the overall visitor experience in England. Your help is needed in this aspiration. For further information on how to enhance your business to be more sustainable, please visit [www.better-tourism.org](http://www.better-tourism.org) for tools to help "green" your business. Or visit [www.visitengland.com/green](http://www.visitengland.com/green) for further information and case studies on the benefits of adopting sustainable practices.

## Sustainable Tourism Accreditation

If your business is already a successful sustainable business and you wish to demonstrate this to new or existing consumers, you may wish to join one of the accreditation schemes that exist in England. These schemes are not operated by VisitEngland but by independent organisations. These organisations have been verified to ensure they are offering a rigorous and well-founded sustainable accreditation scheme that will allow you to confidently promote your green credentials! Visit [www.visitengland.com/green](http://www.visitengland.com/green) for more information.

# Accessibility

## Improving your Accessibility – A Lucrative Market

Many people have access needs including disabled people such as those with hearing and visual impairments, wheelchair users, older and less mobile people and people with pushchairs. The accessible tourism market is worth over £2bn to tourism businesses in England and is growing due to an ageing population.

By making some small adjustments to your facilities, providing information on your accessibility and understanding the needs of disabled people, your business will appeal to a wider range of visitors and attract more business. Demand for accessible accommodation outstrips the current supply. Find out how other tourism businesses are benefitting from this loyal market at [www.visitengland.org/access](http://www.visitengland.org/access).

## Legal Obligations

Tourism businesses have obligations under The Equality Act 2010, which replaced the Disability Discrimination Acts 1995 and 2005 (DDA) on 1 October 2010. Tourism providers should treat everyone accessing their goods, facilities or services fairly, regardless of their gender, race, sexual orientation, disability, gender reassignment, religion or belief, and guard against making assumptions about the characteristics of individuals.

The Equality Act 2010 requires that service providers must think ahead and take steps to address barriers that impede disabled people. Providers should not wait until a disabled person experiences difficulties using a service, as this may make it too late to make the necessary adjustment.

**Make 'reasonable' changes to the way things are done** – such as changing practices, policies or procedures where disabled people would be at a 'substantial disadvantage' eg amend a 'no dogs' policy.

**Make 'reasonable' changes to the built environment** – such as making changes to the structure of a building to improve access eg altering or removing a physical feature.

**Provide auxiliary aids and services** – such as providing information in an accessible format, an induction loop for customers with hearing aids.

A service provider can not legally justify failing to provide a reasonable adjustment. The only question is whether the adjustment is a 'reasonable' one to make. What is 'reasonable' will depend on a number of circumstances, including the cost of an adjustment, potential benefit it may bring to other customers, the resources an organisation has and how practical the changes are.

## We Can Help

It is important to provide information on the accessibility of your facilities and services. This can be achieved by producing an Access Statement, which is a requirement for all scheme members.

VisitEngland provides a number of tools and resources to help you accommodate people with access needs such as an Online Access Statement Tool. Go to [www.visitengland.org/access](http://www.visitengland.org/access)

## Welcome Schemes

### Maximise your Market and Join our Welcome Schemes!

Hundreds of accommodation operators are joining our four Welcome Schemes, maximizing their marketing and promotional opportunities by using the accreditation to target specific markets. The four schemes – **Walkers Welcome, Cyclists Welcome, Families Welcome** and **Welcome Pets!** are available for a small additional fee each and are assessed at the same time as your quality grading. Each scheme has its own set of criteria for accreditation.



# Code of Conduct and Conditions for Participation

## Code of Conduct

The operator/manager is required to undertake and observe the VisitEngland Code of Conduct:

### Prior to booking

- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to guests in print, in electronic media and on the telephone exactly what is included in all prices quoted for accommodation, including taxes and any other surcharges. Details of charges for additional services/facilities should also be made clear, for example breakfast, leisure etc.;
- To provide information on the suitability of the premises for guests of various ages, particularly the elderly and the very young;
- To allow guests to view the accommodation prior to booking if requested.

### At the time of booking

- To clearly describe the cancellation policy to guests i.e. by telephone, fax, internet/email as well as in any printed information given to guests;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services;
- To make clear to guests if the accommodation offered is in an unconnected annexe or similar, and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment.

### On arrival

- To welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

### During the stay

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from guests;
- To ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the guest.

### On Departure

- To give each guest, on request, details of payments due and a receipt, if required/requested.

### General

- To give due consideration to the requirements of guests with special needs, and to make suitable provision where applicable;
- To ensure the accommodation is prepared for the arrival of guests at all times when the establishment is advertised as open;
- To advise guests, at any time prior to their stay, if there are any changes in what has been booked;
- To have a complaints handling procedure in place to deal promptly and fairly with guest complaints;
- To hold current public liability insurance and to comply with all relevant statutory obligations including legislation applicable to fire, health and safety, planning and food safety;
- To allow VisitEngland representatives reasonable access to the establishment, on request, to conform that the Code of Conduct is being observed or in order to investigate any complaint of a serious nature notified to them.

### Conditions for Participation

All establishments participating in the VisitEngland national quality assessment schemes are required to:

- Meet or exceed the VisitEngland minimum entry requirements for a rating in the relevant accommodation sector;
- Observe the VisitEngland Code of Conduct;
- Be assessed annually, and in the event of complaints, by authorised representatives of VisitEngland;
- Pay an annual participation fee and agree that the annual participation fee, however payable, whether made in one payment or by direct debit, is non-refundable by VisitEngland, and relates to and is payable for the VisitEngland national quality assessment scheme participation, services and benefits that you and your establishment receive throughout the applicable participation year. The VisitEngland national quality assessment scheme participation will automatically renew on 1 April each participation year and an invoice for the participation fee will be despatched accordingly, unless VisitEngland receives at least 28 days' notice in writing from you that you no longer wish to participate in the VisitEngland national quality

assessment scheme before the 1 April of the new participation year. VisitEngland shall be entitled to charge you interest on any overdue sum from the date when payment is due until the date of actual payment (as well as before judgment) at a rate per annum of 4% above the base rate from time to time of Barclay's Bank Plc. Such interest shall accrue from day to day and shall be paid subject to any withholding tax;

- You give permission to VisitEngland or its representatives to enter your establishment site at any time to take and create photographs of your establishment. The copyright and all other intellectual property rights, title and interest in and in respect of such photographs shall vest in VisitEngland;
- On termination of participation, howsoever caused, you shall immediately, and no later than within 28 days, at your own expense, remove all references to the VisitEngland rating from websites promoting your establishment and from all other media channels utilised by you to promote your establishment and remove all signs displaying the VisitEngland logo from your establishment site and return to VisitEngland's signs manufacturer Alpen Signs, Central House, Marlow Road, Leicester LE3 2BQ. If, after 28 days following termination of the VisitEngland recognition for your establishment, you have not complied with its obligations to removal of signage, you shall allow the employees, agents or representatives of VisitEngland such access as they require to your establishment site to remove all signs displaying the VisitEngland logo displayed on your establishment. You shall pay to VisitEngland all costs and expenses thereby incurred;
- Any participant disqualified from the VisitEngland national quality assessment schemes for whatever reason will not be allowed to re-join for a minimum period of one year from the date of disqualification. Re-application at an earlier stage may be considered by VisitEngland where it is felt special circumstances apply. In all cases, acceptance of re-application will be at the sole discretion of VisitEngland. Application to re-join the scheme will always incur an additional fee. If disqualification was on the basis of quality or the level of complaints, then it must be demonstrated that the areas of concern have been addressed. This may be done in the form of an advisory visit by a VisitEngland representative, for which an additional charge is likely to be made.

### Anti-Corruption & Anti-Bribery

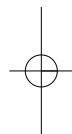
- You shall not, and shall procure that your directors, employees, agents, representatives, contractors or sub-contractors shall not engage in any activity, practice or conduct which would constitute an offence under any anti-bribery and anti-corruption laws, regulations and codes, including but not limited to the Bribery Act 2010, as may be amended or replaced from time to time.
- You shall have in place adequate procedures designed to prevent any person working for or engaged by you or any other third party in any way connected to this agreement, from engaging in any activity, practice or conduct which would infringe any anti-bribery and anti-corruption laws, regulations and codes, including but not limited to the Bribery Act 2010, as may be amended or replaced from time to time.
- Breach of this Clause shall entitle VisitEngland to terminate this agreement by written notice with immediate effect.

### Change of Ownership

When an accommodation business is sold or the method of operation changed e.g. contracted out, and the new owner does not continue participation in the VisitEngland national quality assessment scheme, the existing rating cannot be transferred. If a property is sold as a going concern, for continued use to accommodate guests and details of the new owners are provided to VisitEngland, the rating may be continued under the following circumstances:

- The current (outgoing) owners have made all payments due to date for the current participation year. If payment is made by Direct Debit this should remain active until the change of ownership process is completed.
- The current (outgoing) owners provide forwarding details for themselves along with full contact details for the new (incoming) owners to VisitEngland's appointed assessment contractor.
- The current (outgoing) owners provide the expected completion/transfer date to VisitEngland's appointed assessment contractor.
- The new (incoming) owners apply and pay for participation in the VisitEngland national quality assessment scheme within 28 days of the completion/transfer date.

If all these criteria are met then the current (outgoing) owners may be entitled to a pro-rata refund for any complete remaining months paid for in the current participation year.



# The Quality Assessment Visit

VisitEngland Quality Assessors will make arrangements to visit every participant, every year. Visits are generally scheduled to take place at approximately 12-month intervals although for a variety of reasons this can on occasions be considerably reduced or extended. The holiday park quality assessment visits usually take place each year from March/April through to September/October. Visits can usually be arranged, by request, outside of this period if required.

The Quality Assessor will identify themselves to the proprietor/manager, through reception staff if you are not around at the time, and ask for some of your time to complete the quality assessment and discuss their visit with you. To complete the assessment the Quality Assessor will need to see facilities throughout the park including, if you have them, a selection of your caravan holiday home letting fleet (for Minimum Standards).

It would be unusual for a Quality Assessor to be able to give a definitive result at the time of the visit to a new participant. The report will need to be completed and carefully considered by the Quality Assessor and subsequently be reviewed by a Quality Assessor Manager before the award is confirmed. This process will usually take approximately three weeks although it can be longer on occasions.

The quality assessment is, of course, the primary function of the visit. However, VisitEngland Quality Assessors are also able to offer support, advice and information on a wide range of subjects, as requested by the participant concerned. This may, for example, be concerned with information about marketing opportunities, training opportunities, planned developments within the property or simply a good chat about what's going on in the industry, where opportunities or threats are being spotted and who is doing what about them. This advisory aspect of the visit is not compulsory although it is a unique opportunity to exchange ideas and information and, as such, is highly valued by our participants.

Where a Quality Assessor may draw your attention to examples of good practice – either by use of a photo library or by mentioning examples on other neighbouring parks. These are intended to be helpful suggestions which you may decide to adopt. It is worth noting however they are only examples of where an item of provision has scored a high score, but other examples can score equally well. Sometimes being made aware of good examples can influence your own ideas.

## Preparing for your Quality Assessment Visit

In preparation for a Quality Assessment visit we would recommend that you have any relevant paperwork to hand (last year's assessment report for example) together with a note for your own reference of particular issues you would like to discuss with the Quality Assessor.

The Quality Assessor will carry out a careful assessment of the Park but it is in your own interest to ensure that they are made aware of recent changes and investment that might have taken place. Similarly, it may well be useful on occasions to explain and put some things about your Park into context for the Quality Assessor. Not much happens by chance, but even with an experienced eye, the reason for some things can sometimes be difficult to spot! Apparently 'quirky' may for example be a rather ingenious and practical way of doing something, or be a matter of considerable pride or sentimental value. It is your responsibility as a participant to ensure that your Park is properly seen and understood in context by the Quality Assessor.

Although we would certainly not suggest that a 'special effort' prior to the visit is made in terms of cleanliness for example, it is often well worthwhile to take the time and have a thorough look around your Park at the start of the season, before your annual visit. Minor routine maintenance issues left unattended can easily give an impression which is less favourable than might be deserved.

Quality Assessors will have the following general considerations in mind when grading parks:

### **Type, Size and Location**

The type, size and location of a park are very much considered when grading facilities. Quality Assessors are sensitive to these factors. The interior layout/size of a reception, for example, is assessed in the light of its potential throughput of visitors and that is dependent on the size and type of park and the likely pattern of usage. The landscaping and layout of the park marks also reflect its type and location. Serried rows are almost inevitable on some parks but efforts could be made to improve the layout of more linear parks either by adjusting holiday home alignment where possible, or by the use of additional landscaping.

### **Cleanliness**

When assessing cleanliness, the recent weather is taken into account, and/or if the grass has been newly cut. Unlike hotels, guesthouses and many other types of accommodation, people using the facilities on caravan parks invariably have to walk across open ground. A 'dirty' floor is one on which the dirt has been allowed to accumulate over a period of time, not simply mud and grass which has been brought in during that day. The assessment of cleanliness throughout the park will have a consistent approach whatever the size, location and range of facilities.

### Items Missing

If Quality Assessors come across anything which is broken or missing, e.g. children's swings, windows, laundry equipment, fire extinguishers etc., it will be drawn to the attention of the park owner/manager. If this is a recent occurrence and a replacement has been ordered or the repair is in hand, the Quality Assessor will use his/her judgement based upon the history of grading the park and the attention to detail elsewhere on the park.

### Old or New

Assessment is striking a balance between quality and condition so new does not necessarily mean better.

### Star Rating for Next Year

The star rating will be published for the following year. If the park owner/manager informs the Quality Assessor that a poor facility is to be removed or demolished before then, and is prepared to give a written undertaking to that effect, the facility may be omitted from the assessment.

## Star Rating Calculation

As with all other schemes, each aspect of a Park to be assessed will be marked on a scale of 0 to 5 on the basis of intrinsic quality and current condition. These marks are then totaled, and from that a percentage score determined. The rating confirmed will then be based on that overall percentage, together with consideration of rating qualifiers (see page 11).

Consumer research has shown that cleanliness is of paramount importance at any quality level and the minimum scores for this aspect at each star rating reflect this need.

This research has also shown that guests expect a measure of consistency in all aspects of the park/site, meaning that each area of the park/site should be of a comparable standard to the overall star rating awarded (sectional consistency). Therefore, in addition to the appropriate overall score, minimum standards for each area must be achieved for a rating to be confirmed.

### Star Rating Bandings:

- 1 Star:** 34 – 47% (Acceptable level)
- 2 Star:** 48 – 59% (Quite Good level)
- 3 Star:** 60 – 74% (Good level)
- 4 Star:** 75 – 86% (Very Good level)
- 5 Star:** 87% + (Excellent level)

### Sectional Consistency Requirements:

- No section to be more than one star rating band below the overall rating.
- *Exception to be:*  
"Cleanliness" - which must be of at least the same standard as the overall rating.

### Double marking

Every aspect of a park is only taken into consideration once. For example, Cleanliness is specifically assessed in each area, and will not, therefore, be considered again in Décor where for example long term discoloured grouting and seals maybe evident.

### Care of the Environment

The Quality Assessor is aware of the range of conservation initiatives park owners may undertake in order to protect the environment of the park. For example a grass edge left uncut by a hedge in order to create a wildlife corridor will not be marked down so long as the purpose of this landscaping technique is made clear to park visitors.

Every park is different and the assessment scheme recognises this. Rather than being prescriptive, the scheme acknowledges different types of provision on parks throughout the UK. It is the quality and condition of any item which combine to achieve a mark, not its size or age or because it is made by any particular manufacturer.

The 'Quality Indicators' which follow are intended to provide an indication of typical benchmarks/standards seen by the holiday park quality assessors. The marks which are awarded are a balance between a number of aspects. For example flooring in 'toilet and washing facilities' will include flooring in all that type of facility on the park. If three out of five of these flooring areas are of an "Excellent" standard (5/5) and the remaining two of a "Quite Good" standard (2/5), the mark awarded is likely to be 3/5 – a good overall standard. Few parks achieve the highest standards in all areas.

Few Parks achieve the highest standards in all areas and variation, sometimes concentrating resources on the areas perceived to be of most importance to a particular market, is perfectly acceptable and normal. Provided the variation in overall quality standards remains within the definitions of the award bands and qualifiers, this will not directly restrict the overall Quality Assessment award.

It is also important to remember that visitors choose parks for a variety of reasons to suit a variety of purposes. The VisitEngland Quality Assessment scheme will support and independently endorse market focused promotional activity at any quality level.



The following sliding scale indicates examples of quality, which may be in evidence, in order to achieve the various levels of quality (Mark 1 – 5). These indicators are representative of what might be seen at each quality level, but they are neither exhaustive nor prescriptive; that is to say they are included to offer suggestions on how quality can be improved and enhanced, but will not in themselves guarantee a higher quality grade. The guidance notes *do not* provide a checklist of criteria to indicate quality.

It is very important to note that this is guidance and *does not* indicate that if a specific example is given, something else will not achieve such a mark.

#### **Quality mark 1**

Generally described as "Acceptable", everything must be safe and clean. Older items, or those lacking in intrinsic quality, must still work and be fit for their purpose. There should be no need for immediate repair and maintenance. A quality mark of 1 is more likely to be reflective of current condition than inherent quality.

#### **Quality mark 2**

Generally described as "Quite Good", these items may be of simple quality and the range may be limited. However, they should be in good working order. A quality mark of 2 is more likely to be reflective of current condition than inherent quality.

#### **Quality mark 3**

Generally described as "Good". Not necessarily high quality, but they must be of good, sound quality and show that some care has been taken. There must be a good standard of maintenance.

#### **Quality mark 4**

Generally described as "Very Good". This may reflect aspects of excellent quality but which are now showing some slight wear or ageing or conversely, of a good quality and in pristine condition.

#### **Quality mark 5**

Generally described as "Excellent". Providing the highest quality levels of decoration, fixtures and fittings, maintenance and facilities together with comparable high standards of management efficiency and guest services.

*In each of the aspects, the Quality Assessor will decide whether to award a score of "Excellent" (5 marks), "Very Good" (4 marks), "Good" (3 marks), "Quite Good" (2 marks) "Acceptable" (1 mark) or "Poor" (0 mark).*

*Any aspect assessed as being of a "Poor" standard and consequently scoring zero will result in the park failing to achieve any Quality Assessment rating.*

*Where a facility or aspect is not provided, these aspects will not be assessed and their absence will have no effect on the rating achieved.*

# Minimum Entry Requirements

## DESIGNATORS

**The following criteria will have to be met by establishments wishing to use the designators:**

- 'Holiday Park'
- 'Touring Park'
- 'Camping Park'

**The definitions of these are:**

- **Holiday Park** – "A designated or licensed park with permanently sited caravan holiday homes for hire or private use. Additional leisure or entertainment facilities may be provided."
- **Touring Park** – "A designated or licensed site where touring caravans can be pitched for holiday use."
- **Camping Park** – "A designated or licensed site where people on holiday can pitch a tent."

Where there is a balance of units between e.g. caravan holiday homes and touring caravans, then "Holiday & Touring Park" can be given as a designator. *Whenever the VisitEngland star rating is featured the official Designator must always feature with it.*

## All above designators:

### General Requirements

#### 1. Statutory Obligations

Fulfilment of your statutory obligations, where applicable, including, but not limited to, those relating to:

- **Safety**

Health & Safety at Work  
Fire, Gas & Electrical Safety  
Electrical Appliance Testing  
Product Safety

British Standards applying to items such as cots, high chairs and play pens.

- **Park/Site**

Planning Permission  
Caravan Sites and Control of Development Act 1960 (as amended)  
Site licence  
Private Water Supplies  
Housing  
TV Licensing  
Re-sale of Electricity and Gas regulations

- **Discrimination**

Comply with the Equality Act 2010 (replaces the Disability Discrimination Act 1995). Welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief. Make "reasonable" adjustments to improve service for disabled customers. Produce an access statement – a description of facilities and services offered, specifically in relation to accessibility, to inform people with access needs; for guidance and free tool refer to: [www.visitengland.org/accessstatements](http://www.visitengland.org/accessstatements).

- **Records**

Data Protection  
Immigration Hotel Records

- **Trade Descriptions**

Consumer Protection  
Advertising  
Pricing  
Unfair Contract Terms

- Proprietors will also be asked to provide evidence that Public Liability Insurance is being maintained and to provide a signed confirmation, at application and renewal of participation, that the above requirements are being fulfilled.

2. Management to observe the VisitEngland 'Code of Conduct'.
3. Provide an Access Statement (see [www.visitengland.org/accessstatements](http://www.visitengland.org/accessstatements))
4. The park must have planning permission and a site licence, a copy of which should be readily available, if applicable. If no site licence is applicable, documentary evidence confirming proof of exemption may be required.
5. The park must have a minimum of six (6) pitches.
6. The park must be open for a minimum of at least 4 consecutive months each year.
7. All caravan holiday homes for hire on the park must comply with European Standard EN 1647 or the British Standard BS 3632, the VisitEngland Minimum Standard and be of a proprietary make.
8. The park operator must be capable of arranging or carrying out repairs to caravans and equipment.
9. Supplies of gas and replacement bottles together with essential spares must be available at all reasonable times.  
*Exception may be made at the discretion of VisitEngland where:*
  - All pitches are supplied with piped on-site gas supply  
Or/
  - There is an alternative supplier available within 5 miles of the park. Address and contact details must be clearly available on site.  
Or/
  - There is an alternative supplier available who will deliver to the site. Address and contact details must be clearly available on site.
10. A proprietary first-aid kit must be readily available.
11. Emergency notices must be prominently displayed giving details of:
  - 24 hour emergency park contact
  - Location and telephone numbers (including 999) for:  
Police  
Doctor  
Dentist  
Fire & Rescue  
Local hospital  
Other relevant local emergency services e.g. HM Coastguard or Mountain Rescue

12. In locations where there is no mobile telephone signal, a telephone capable of making emergency calls must be available to visitors. This may be located in an on-site residential property e.g. Warden's or Owner's residence.
13. The park must have reception arrangements at appropriate times from which visitors can be directed to their caravan holiday home/pitch and where advice and assistance can be obtained if necessary.
14. Tourist information to be provided including details of nearest shops, cash machines and local attractions.
15. An appropriate degree of general safety and security to be maintained throughout the park and facilities, appropriate to the scale of the business.

### Toilet and Shower Facilities

16. If the park/site has toilet or shower facilities, they must be open at all times when the park is open.
17. All toilet and shower facilities must be adequately lit, internally and externally, during the hours of darkness whilst the park is open.
18. All shower facilities must have sufficient lighting, natural or artificial, for safe usage at all times.
19. An adequate supply of hot and cold water must be available in all 'in use' showers and toilet blocks at all reasonable times.
20. All shower and toilet facilities in use during the period 1st October to 31st March must be provided with adequate heating.  
*(A lead-in period up to January 2016 can be agreed with VisitEngland where this facility is not currently provided.)*

### 21. All toilet facilities should have the following provided:

- Toilet roll and holder.
- Seat.
- Sanitary disposal facility in at least 50% of cubicles in each facility block (ladies).
- Wash hand basins with plugs and soap.
- Hand drying facilities.

### 22. All shower cubicles should have the following fitted or provided:

- Door and/or shower curtain.
- Non-slip shower base or non-slip shower mats.
- A shelf or soap dish within the shower.

### 23. Hooks for hanging clothes to be provided as follows:

- Within each WC cubicle.
- Inside shower cubicles if there is a dry change area within the shower cubicle, to be fitted immediately adjacent to the cubicle if not.
- Adjacent to and convenient for use with wash basins.

24. Hair drying facilities to be provided as a minimum in the female facilities at 4 & 5 Star.

25. Shaver sockets to be provided, with mirror adjacent in all male facility blocks. Consideration should be given for the use of electric toothbrushes within female facilities.

26. If baby change facilities are provided these must be available for both male and female parents to use. i.e. a comparable facility is to be available in both male and female toilet blocks or a separate facility accessible by both sexes. Time will be given by VisitEngland for this to be in place where single sex facilities currently exist – dual usage of disabled facilities with direct access to both sexes is one option.

27. Where accessible shower and toilet facilities are provided they must be of a comparable facility range and quality to other shower and toilet facilities on the park.

### Site Facilities

28. The intended use of all facilities on the site must be clearly indicated by signage. On larger parks the location of facilities should also be clearly signposted.

29. All access roads, tracks or pathways within the site to be maintained in an acceptable condition so as to enable safe usage by visitors' vehicles or pedestrians without undue risk of damage to vehicles or towed equipment.

30. The site entrance and all principal access roads within the site to be adequately and appropriately (relative to type, size and location) lit during the hours of darkness.

31. All facilities open during the hours of darkness (e.g. bars, clubs, amusement arcades) to have adequate external lighting.

32. Adequate provision for refuse disposal must be made. Wherever practicable this should include some degree of recycling facility.

33. The park must have fire fighting equipment and warning notices consistent with the current statutory obligations.

34. Parks providing any touring or camping pitches must provide suitable chemical waste disposal facilities unless specifically prohibited by the terms of the site license or other requirement of the local authority.

35. Minimum Standards for Caravan Holiday Homes and Chalets for Hire to be met by all letting units.  
*(See page 12)*

36. Recommended Inventory of Equipment to be fully met and copy provided within all letting units.  
*(See page 13)*

37. Smoke Alarm and Carbon Monoxide Detector to be fitted in ALL letting accommodation.

## RATING QUALIFIERS

### 4 STARS

(All designators if Touring or Camping pitches available)

- 50% of non-seasonal\* Touring pitches to have electric hook-up.

*(A lead-in period up to January 2014 can be agreed with VisitEngland where this facility is not currently provided.)*

*\*A "seasonal" pitch is one which is let at a fixed price to a single touring caravan owner for their sole use for the duration of a season.*

- All shower and toilet facilities in use between 1st September and 31st May, must be heated as appropriate for the prevailing conditions  
*(A lead-in period up to January 2016 can be agreed with VisitEngland where this facility is not currently provided.)*
- A covered dish washing facility with hot and cold water if any camping pitches are provided.
- Minimum ratios of toilets, showers, urinals and washbasins to pitches must be provided as below:

#### GENTS

1 urinal per 30 pitches

1 toilet per 30 pitches

2 basins per 30 pitches

1 bath/shower per

25 pitches

#### LADIES

2 toilets per 30 pitches

2 basins per 30 pitches

1 bath/shower per 25 pitches

**N.B.** 28-Day fields or use of a rally field/overspill must not be allowed to compromise achievement of the above ratios.

*(A lead-in period up to January 2014 can be agreed with VisitEngland where this facility is not currently provided.)*

### 5 STARS

(All designators if Touring or Camping pitches provided)

- If the park accepts touring caravans, 70% of non-seasonal\* touring pitches to have electric hook-up available.

*(A lead-in period up to January 2014 can be agreed with VisitEngland where this facility is not currently provided.)*

*\*A "seasonal" pitch is one which is let at a fixed price to a single touring caravan owner for their sole use for the duration of a season.*

- All in-use shower and toilet facilities to be heated as appropriate for the prevailing conditions whenever the park or site is open for business.
- All showers to have a dry changing area within the shower cubicle.  
*(A lead-in period up to January 2014 can be agreed with VisitEngland where this facility is not currently provided.)*
- All showers to be free to use.

**Plus a minimum three of the following range of facilities to be provided:**

- Drying room
- Campers' kitchen/covered cooking area
- Barbeque facility
- All camping pitches to be level where the general topography of the site is undulated.
- Children's play area
- Licensed Bar
- Family bath/shower facility
- Launderette
- Multi-facility pitches with a minimum of electric hook up, individual fresh water supply and fixed drainage
- Wi-Fi and/or Internet access/café

**Holiday Parks with more than 300 pitches, more than 50% of which are Caravan Holiday Home pitches should alternatively provide a minimum 3 of the following facilities:**

- Club with live entertainment
- Swimming pool (indoors)
- Swimming pool (outdoors)
- Shop with a wide range of grocery and general stock
- Restaurant/café
- Food take out facility
- Children's play area (indoors)
- Children's play ground (outdoors)
- Sports courts
- Licensed Bar
- Launderette
- Kids Club, organized children's activities
- Wi-Fi and/or Internet access/café

## VISITENGLAND MINIMUM STANDARDS FOR CARAVAN HOLIDAY HOMES FOR HIRE

- 1.** It is the proprietor's responsibility to ensure that all caravan holiday homes offered for hire have insurance cover for public liability as letting caravans.
- 2.** All caravan holiday homes for hire must be of proprietary make and comply with European Standard EN 1647 or the British Standard BS 3632.
- 3.** All caravan holiday homes for hire must be fully serviced with water, drainage, gas/electricity connections including mains WC, shower and/or bath, fridge and cooker with oven, grill and 4 boiling rings. The cooker must be in a sound and clean condition and functioning correctly.
- 4.** All caravan holiday homes for hire must be in a good state of internal and external repair and decoration with no internal dampness.
- 5.** The caravan holiday homes for hire must not be occupied by more than the number of persons for which they are designed by the manufacturer, e.g. four persons in a 4-berth.
- 6.** Equipment should be provided as per the inventory. A copy of the inventory of this equipment should be available for each caravan holiday home for hire.
- 7.** All caravan holiday homes for hire must have adequate storage space for luggage and food for the maximum number of occupants.
- 8.** All doors, windows, skylights, ventilation and heating (if provided) in the caravan holiday-homes for hire must function correctly. All windows must be properly fitted with opaque curtains or blinds, including glazed internal doors where there is sleeping accommodation provided in the lounge.
- 9.** All caravan holiday homes must have adequate internal lighting.
- 10.** All caravan holiday homes must be thoroughly cleaned and checked before every letting and equipment maintained and replaced as necessary.
- 11.** Where linen is provided it must be changed on each change of occupier and as appropriate during lets of 2 weeks or more. All mattresses must be in a sound condition.
- 12.** The sink and its waste pipe must be in a sound condition with a draining board. A fixed impervious worktop for food preparation must be provided.
- 13.** All caravan holiday homes for hire must have adequate heating (as a minimum, within the lounge area).
- 14.** All caravan holiday homes for hire must have safe steps, or equivalent, to each external door.
- 15.** All caravan holiday homes must have a supply of hot and cold running water.
- 16.** All caravan holiday homes for hire and caravan holiday homes for hire proprietors must comply with the Code of Conduct.



# VisitEngland Recommended Inventory of Equipment for each Caravan Holiday Home for Hire

The accommodation should contain the following:-

## 1 Per Caravan Holiday Home

Kettle	Smoke alarm
Teapot	Carbon Monoxide detector
Saucepan and lid (small, medium & large)	Potato masher
Frying pan	Kitchen scissors
Colander	Fruit dish (large)
Oven roasting tray	Butter dish
Baking tray	Sugar bowl or equivalent
Casserole dish	Tray
Carving knife and fork	Jug (milk)
Bread knife	Jug (measuring)
Bread/cake container	Condiment set (2 piece)
Bread/chopping board	Washing-up bowl
Fish slice	Dustpan and brush
Vegetable knife (sharp)	Broom
Tin opener	Floor cloth
Mixing bowl or basin	Bucket
Bread/cake plate	Mirror
Corkscrew/bottle opener	Carpet sweeper or vacuum cleaner
Potato peeler	Door mat
Ladle	Toilet brush and holder
Grater	Toilet roll and holder
Spoon (plastic or wooden)	Non-flammable bins
Ice making tray	Clothes drying facility on site or in each unit
Dish cleaning cloth/sponge/brush and scourer changed for each new let	Oven gloves or mitt
Salad bowl	Spare light bulbs either in unit or available at reception
Place mat per person	Whisk
Iron & ironing board either in unit or available on site	Fire blanket/extinguisher (BS approved)
Cleaning agents (washing-up liquid, all purpose cleaner, etc.)	

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## 2 Per Caravan Holiday Home

Tablespoons  
Dusters

## 1 Per Person

Knives and forks  
Mug/cup & Saucer  
Spoons (dessert, and tea)  
Cereal/soup bowls  
Plate (large and small)  
Egg cup  
Tumbler and wine glass

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## Per Bed

2 blankets and sheets or 1 duvet and cover and 1 sheet  
(For winter lettings, or letting very early or late in the season the scale of bedding to be increased and adequate heating provided)  
1 pillow per person

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Adequate coat hangers for the number of guests

# General Areas of Assessment

A number of areas of assessment are considered, if they are provided, in different locations and in slightly different contexts on a park. For convenience, guidance notes covering these aspects have been amalgamated to incorporate general standards together with some which are, by their nature, appropriate for quite specific environments.

The following section of guidance provides advice on these similar areas. It is important to note that in using this section, those references to materials, furnishings or finishing appropriate to the specific area you are considering should be identified.

## CLEANLINESS

Applicable to the following areas, if present:

1. RECEPTION
2. SHOP
3. BAR, CLUB, RESTAURANT AND TAKE-AWAYS
4. LAUNDERETTE, DRYING ROOM
5. PUBLIC TOILETS. ACCESSIBLE BATH/SHOWER ROOM, FAMILY AND BABY CHANGE FACILITIES
6. RECREATION AND LEISURE
7. CAMPERS' KITCHEN AND DINING, PICNIC TABLES, BBQS,
8. PARK GROUNDS
9. REFUSE AND RECYCLING AREAS
10. TOILET AND SHOWER FACILITIES (MALE)
11. TOILET AND SHOWER FACILITIES (FEMALE)
12. TOURING FACILITIES

### Mark 1 (Acceptable) For example:

- Although termed 'acceptable', in respect of cleanliness this represents a standard which gives considerable cause for concern and shows clear evidence of neglect and longstanding lack of proper attention. Any aspect of cleanliness assessed at this level is likely to at least seriously compromise the overall star rating achieved and has the potential to preclude any quality assurance rating being confirmed.

### Mark 2 (Quite Good) For example:

- Cleaning will be of a generally quite good standard but may visibly lack attention to some difficult to access areas and is likely not to involve any regular or systematic deep cleaning processes. Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly benefit from significant and systematic improvement for a rating to be sustained on future assessments. May lack some attention in high areas, behind some doors or WCs or ventilation/extractor grills etc. This standard will often represent a fundamentally good level of cleanliness, certainly with some areas that could potentially be improved, but no aspect giving concern.

### Mark 3 (Good) For example:

- Regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored. May lack some detailed attention to higher areas, edges, corners, etc. or have minor maintenance issues such as blown bulbs, empty towel or soap dispensers and over-flowing waste bins in the relevant areas.

### Mark 4 (Very Good) For example:

- A very good overall standard with obvious close attention to detail in most areas but not quite achieving an outstanding level in every respect. Relatively minor omissions may differentiate a 'Very Good' from an 'Excellent' standard. A systematic approach to cleaning all areas, for example specific closing times for each toilet block, check lists displayed for staff visits throughout the day to toilets and change over in holiday homes.

### Mark 5 (Excellent) For example:

- Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Gleaming surfaces, no smears or marks, no blown bulbs Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## EXTERIOR/FRONTAGE

All exterior aspects of the buildings on the park including the building fabric, doors, windows, access steps, roofing, guttering and fall pipes. Where a facility forms part of a bigger building, such as a mall or shares a frontage with separate access points to each facility, the frontage of this particular facility only will be assessed here. The maintenance and exterior appearance of unused or private use buildings and structures on the park including, for example, barns, disused facility blocks, pumping stations, power distribution housings will also be assessed on the basis of the guidance below.

### Applicable to the following areas, if present:

- Reception
- Bars, Clubs, Restaurants and Take-Aways
- Launderette and Drying Room
- Shops
- Recreation, Leisure and Sport
- Ancillary and Unused Buildings Maintenance

### Mark 1 (Acceptable) For example:

- The building will be in an overall acceptable condition.
- Likely to be in clear need of some attention and showing extensive weathering in places.
- There may be broken or cracked windows, weathering to sills and lintels, or poorly maintained fascia boards, rusting downpipes, flaking or stained paintwork and guttering.
- Doors might be damaged and/or require maintenance.
- Missing or broken roof covering, tiles or slates.

### Mark 2 (Quite Good) For example:

- All principal aspects of the exterior of the building in generally good condition
- Roof may appear to be weatherproof although showing some requirement for repair and maintenance
- Possibly heavy moss or lichen growth build up to walls or roof
- Woodwork generally in a sound order with no extensive rotting
- Paintwork mainly fresh but may be starting to show signs of weathering or flaking
- Doors and windows in good state of repair, though not necessarily new
- Signs of ageing and defects should be limited to small number of areas with no obvious significant structural defects

### Mark 3 (Good) For example:

- Overall perhaps not pristine but still resulting in a good first impression with no neglected aspects.
- Well maintained stonework and paintwork, some natural and minor weathering may be present.
- Paintwork to be in good condition, no serious flaking or staining
- Non-standard construction buildings to be of a good appearance
- Wooden clad buildings with some slight weathering apparent.
- Slight build-up of moss or lichen.
- All woodwork to be in sound order with no sign of damage or rotting.

### Mark 4 (Very Good) For example:

- A very good overall standard where the buildings are likely to be in character with the rest of the park and compatible with their surroundings.
- Buildings will be well maintained to the extent that only minor detractions to the overall condition are visible.
- May be some additional external features to enhance appearance.

### Mark 5 (Excellent) For example:

- High quality, well-constructed premises in an immaculate condition. May be of particular architectural interest and in keeping with the environment.
- Immaculate paintwork with no damage or wear evident.
- Door furniture and signage of the highest quality and condition.
- Attention to detail will be evident in the presentation of all aspects of the building.
- Walls and roof should be in excellent condition.
- No evidence of any accumulation of moss or lichen, unless part of the design or style of the building.

## DÉCOR AND FLOORING

Quality and condition of all aspects of wall, ceiling finishes and flooring throughout public and publicly viewable areas. This includes consideration of customer toilets facilities accessed via the applicable areas.

### Applicable to the following areas, if present:

- Reception
- Shops
- Bars, Clubs, Restaurants and Take-aways

### Mark 1 (Acceptable) For example:

- Basic quality décor showing some wear and damage.
- Sound but un-decorated concrete block walls.
- Some lifting wallpaper.
- Faded, thinning or lifting paint.
- Plain painted walls may have been painted directly onto plasterboard or brick/block-work and be thinning or patchy in places.
- Marks and wear evident although overall still of an adequate standard.
- Unsightly exposed meters; pipe-work or electrical wiring.
- Flooring in an overall adequate condition, perhaps with wear and stains evident
- Carpeting that is badly rucked and frayed
- Very modest quality flooring e.g. thin vinyl
- Wood flooring in a serviceable and safe condition but heavily marked and not well maintained
- Tiling that is generally in poor condition, cracked, broken or missing tiles
- Plain concrete, unpolished but basically sound and not breaking up.

### Mark 2 (Quite Good) For example:

- Wallpaper, where used, may have some seams beginning to open or showing age, could be of basic quality.
- Breeze or concrete block walls with fresh paint in good condition.
- Flooring of an overall quite good condition and/or quality.
- Flooring of an intrinsically good quality but now showing quite noticeable wear and some marks.
- Flooring of more modest quality but in good condition.
- Vinyl flooring or wooden floors in reasonable condition may typically be considered to be of this standard.
- Tiled floors may have some cracked tiles, (but not extensive or loose).
- Concrete floors may be polished or painted but showing some areas of wear.
- Plain painted walls may have been painted directly onto plasterboard or brick/block-work and be thinning or patchy in places.

### Mark 3 (Good) For example:

- Good quality décor with minimal wear.
- Functional but fresh looking and well maintained.
- DIY effectively done but without a 'professional' finish.
- Likely to be some pictures, photos or other artefacts used to enhance décor.
- Tiling may be of relatively modest quality and execution but be all sound.
- May be breeze or concrete block walls with fresh paint in good condition.
- Flooring of a good overall standard, perhaps some signs of wear but not significant.
- Wooden floors will be sound and have had an appropriate finish (varnish, sealant etc) with few noticeable scars or marks.
- Concrete floors will be well painted with only slight signs of wear in high traffic areas.
- Well fitted good quality carpet or vinyl
- Tiled flooring to be in good condition, perhaps non-slip surface and with minor damage evident only

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 4 (Very Good) For example:**

- A very good standard of décor throughout.
- A relatively simple finish e.g. emulsion but executed to a high standard and maintained in an excellent condition.
- Wallpaper will be well applied with no lifting corners or opening seams.
- Plain décor of an intrinsically good standard may have been enhanced with use of colour, pictures/photos or other artwork. Very little, if any, visible marks or damage.
- May be of an intrinsically functional nature but additional features and in a very good condition.
- A very good standard of flooring throughout. May be of a good 'contract' quality but well fitted with no obvious marks, wear or damage.
- Wood laminate or natural wooden floors will be well finished and maintained with no significant scarring or damage.
- Tiled floors (ceramic, vinyl, linoleum or carpet) will be of a high quality, well fitted, undamaged and well grouted where appropriate.
- Contract quality non-slip vinyl flooring expertly fitted and in immaculate condition.
- High polish concrete floor in very good condition.
- Some use of wood panelling or wall boarding where appropriate and in very good condition.

**Mark 5 (Excellent) For example:**

- High quality décor with well considered use of colour, pictures, prints (e.g. local scenes) and other decorative relief.
- Where used, wallpaper will be of a high quality and excellent condition with no open seams, wear or damage.
- Plain painted walls will have a properly finished plaster or plasterboard surface that has been skimmed and/or paper lined before painting. Paint will be in excellent condition, evenly and professionally applied.
- Flooring of an excellent quality standard and will be professionally fitted, free of signs of wear or any damage.
- Laminate flooring, polished wood floors, parquet flooring could be of an excellent standard if of a high innate quality and well maintained.
- Contract quality non-slip vinyl flooring expertly fitted and in excellent condition.
- Tiled floors (ceramic, vinyl, linoleum or carpet) will be of the highest quality, expertly fitted and be in immaculate condition.

**FIXTURES, FITTINGS AND FURNISHINGS**

*All furniture provided for customer use including, chairs, tables, service counters. Light, heat and ventilation fittings. This includes consideration of customer toilets facilities accessed via the applicable areas. All display equipment and fittings, shelving, racks, refrigerated or specialised display units, service counter/till/checkout points. Shopping trolleys and baskets.*

**Applicable to the following areas, if present:**

- Reception • Shops • Bars, Clubs, Restaurants and Take-aways

**Mark 1 (Acceptable) For example:**

- A sparing but adequate provision of furniture, furnishings and fittings.
- Very modest quality e.g. vinyl stacker chairs or makeshift reception 'desk'.
- Limited co-ordination or a mis-match of styles.
- Furniture may show extensive or obvious marks/stains.
- Basic, often DIY, quality shelving or display units.
- Cluttered or informal use of window ledges or other ad hoc flat areas to display retail goods.
- Old and visibly worn display equipment.
- Rusting, damaged or visibly ageing refrigerated display units.
- Domestic fridge/freezers used to store goods for sale.
- Light fittings lacking intrinsic quality.
- Fittings with some visible considerable ageing, rusting or damage.

**Mark 2 (Quite Good) For example:**

- A greater provision of furniture but which may be ageing or have visible wear although overall be in a sound condition.
- Display units and shelving in a generally quite good condition.
- May be DIY shelving etc. but built and finished to a quite good standard.
- Ageing or modest quality refrigerated display units but all of an appropriate commercial quality.
- Fittings of a good standard, with minimal signs of ageing or rusting.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.



**Mark 3 (Good) For example:**

- Good quality fixtures and fittings and furniture showing few signs of wear and tear.
- Most display equipment of a good standard.
- Some use of appropriate commercial quality and style fittings in retail areas, all in good condition.
- All refrigerated units to be of a commercial display quality and in a good condition.
- Dexion type shelving with slight rust/wear.
- Reception desk or counter to be of a good quality and condition, may be either custom built or free-standing.
- Co-ordinating furniture and fixtures of a similar standard and construction.
- Seating provided, where appropriate, should be comfortable, and if upholstered not displaying any major staining/wear and tear.

**Mark 4 (Very Good) For example:**

- High quality fixtures and fittings and furniture (including light fittings), not necessarily new.
- A very good standard of display furniture and equipment throughout the shop.
- All refrigerated or frozen stock to be displayed or offered for sale in appropriate commercial quality units in very good condition.
- Reception desk/counter to be high quality and in very good condition and appearance. Probably bespoke at this level.
- Comfortable easy seating, if provided, to be of a very good standard.

**Mark 5 (Excellent) For example:**

- High quality fixtures and fittings and furniture in excellent condition.
- No sign of wear and professionally fitted.
- All display equipment and units to be maintained in an immaculate condition.
- Additional specialised displays such as chilled units may be used.
- Customised displays using excellent quality materials.

## LIGHTING, HEATING AND VENTILATION

*General levels of lighting and light quality. Display lighting where used. This includes consideration of customer toilets facilities accessed via the applicable areas.*

**Applicable to the following areas, if present:**

- Reception • Shops • Bars, Clubs, Restaurants and Take-aways

**Mark 1 (Acceptable) For example:**

- Lighting at a minimal functional level for safe and practical use but little more.
- Minimal heating and limited ventilation.
- Bare fluorescent tubes or bulbs.

**Mark 2 (Quite Good) For example:**

- Areas to be heated to a quite good level with some ventilation provision, opening window, or air grills, as a minimum.
- Adequate levels of lighting, appropriately positioned (including all customer access areas, entrances, etc). May be some less well lit areas.
- Some task lighting provision where appropriate.

**Mark 3 (Good) For example:**

- Florescent tube lighting with a diffuser, giving an even distribution of light.
- Good levels of effective lighting in all areas.
- Efficient task lighting provided, e.g. above bars, tills, point of sale stations.
- Very good level of heating in all areas.
- Effective ventilation appropriate to the area, eg. forced extraction in hot food outlets and toilet facilities.
- All bulbs to have an appropriate shade or cover.

**Mark 4 (Very Good) For example:**

- Likely to be some use of specialised display lighting in retail areas.
- May feature recessed multi-tube florescent fittings in reflector boxes.
- Very good and effective heating and ventilation provision, forced extraction and either grills or opening windows in appropriate areas.
- Likely to include extensive use of low-energy lighting, eg. LED and/or halogen.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 5 (Excellent) For example:**

- May feature recessed multi-fluorescent tubes in reflector boxes allowing even spread of illumination.
- Extensive and thoughtful use of specialised display lighting in appropriate areas such as retail spaces or highlighting architectural features.
- Appropriate and comfortable temperature capable of being maintained in all conditions.
- Excellent and efficient task lighting where applicable.
- Totally effective and efficient ventilation
- Multiple recessed downlighters, effective and of a high quality.

**SPACE, COMFORT AND EASE OF USE**

*Layout and design of reception areas including consideration of size relative to normal usage and customer flow. This includes consideration of customer toilets facilities accessed via the applicable areas. The general layout of the facility, customer flow, aisle width, ease of use of the premises and access to all displayed goods or services.*

**Applicable to the following areas, if present:**

- Reception • Shops • Bars, Clubs, Restaurants and Take-Aways

**Mark 1 (Acceptable) For example:**

- Very limited space.
- Reception facility compromised by high levels of other/dual usage (e.g. shop).
- Little/no natural light.
- A cluttered but serviceable environment.
- All access routes and aisles kept free of obstruction.

**Mark 2 (Quite Good) For example:**

- Adequate provision but likely to be dual use.
- Limited counter space but should be of an area and height to comfortably deal with paperwork and make payments.
- Restricted customer areas.
- Potential for visitors to be queuing outside reception at peak times.
- A quite good layout and reasonably convenient for customers use.

**Mark 3 (Good) For example:**

- May be dual use but counter space sufficient to minimise any detrimental impact this has.
- Sufficient space within reception area for accommodating and looking after visitors at anticipated peak demand levels.
- Majority of retail goods displayed well and accessible to customers.
- Comfortable width of aisles in retail areas and in front of bars.
- Good customer flow.
- Entrances and exits should be easy to negotiate.

**Mark 4 (Very Good) For example:**

- Likely to be a designated reception desk.
- Spacious, well considered layout and design relative to usage.
- In large parks or parks with significant peak changeover days the layout and design should ensure very good customer flow in retail, reception or other customer service areas is achievable.
- Very good display, presentation and access of goods throughout the shop.
- Consideration given to appropriate location of retail goods.

**Mark 5 (Excellent) For example:**

- Well lit facilities where significant efforts have been made to make the environment attractive and well presented.
- Designed for a high level of visitor comfort and ease of use.
- Likely to incorporate design features for accessible ease of use e.g. lower (split) level desks, induction loops etc. in retail, reception or other customer service areas.
- Spacious and excellently well laid out retail and bar areas.
- Excellent customer flow even when busy also consider space between tables.
- All goods attractively, appropriately and professionally displayed.

## RECEPTION AND RECEPTION SERVICES

Where reception is located within the park owners' kitchen or similar, the only aspects to be assessed in this section will be Tourist Information and Welcome and Arrival procedures.

### 13. EXTERIOR/FRONTAGE

(see General Areas of Assessment)

### 14. DÉCOR AND FLOORING

(see General Areas of Assessment)

### 15. FIXTURES, FITTINGS AND FURNISHINGS

(see General Areas of Assessment)

### 16. LIGHTING

(see General Areas of Assessment)

### 17. SPACE, COMFORT AND EASE OF USE

(see General Areas of Assessment)

### 18. TOURIST INFORMATION

Presentation, availability and range of all brochures, leaflets etc providing information on attractions within the immediate locality and further afield. Personal input to such information, details of local services banks, shops etc.

#### Mark 1 (Acceptable) For example:

- Minimal display of commercially produced brochures.
- Brochures loose and untidily presented.
- Some publications out of date.
- Limited information or difficult to access.

#### Mark 2 (Quite Good) For example:

- Good commercial brochure display.
- Brochures and information will be current, neatly and conveniently displayed.
- A limited range of information, likely to only represent strictly local services or attractions.
- May be otherwise good, but located within reception or elsewhere, with access restricted to opening hours.

#### Mark 3 (Good) For example:

- Well displayed and comprehensive range of information, neatly racked or displayed.
- A good level of provision which will certainly include current area Information and local/regional public transport information, and also consideration given to access to interactive services, which may be charged for.
- May also include information on networked parks in other areas.
- Information available at all reasonable times of the day.

#### Mark 4 (Very Good) For example:

- A comprehensive range of information, all presented to a high standard.
- Likely to include some non-commercial or personally input information such as current menus from local places to eat and any future special attractions/events in the area.
- Excellent access to the majority of the information.

#### Mark 5 (Excellent) For example:

- Information may be provided in a dedicated room, there may also be various boards and/or information points throughout the park and, for example access to free Wi-Fi
- All information to be clearly and neatly displayed and kept up to date.
- Available to guests 24 hours.
- An exemplary level of provision which, in addition to the usual brochure displays and recommendations for outdoor activity markets, will often include personally prepared local information. This will normally contain advice and information not commercially produced or motivated but of interest to guests.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## 19. WELCOME AND ARRIVAL PROCEDURES AND GUEST ARRIVAL INFORMATION

*Procedure for new arrivals. Arrival information, maps etc. Emergency information as required for minimum criteria requirements. Also considers all information on the usage of equipment provided in caravan holiday homes.*

### **Mark 1 (Acceptable) For example:**

- Brief verbal information.
- Basic photo copy site plan handed to guests on arrival.
- Site plan which may be inaccurate or out of date but still adequate and generally serviceable.
- No information for guests arriving when reception not open.

### **Mark 2 (Quite Good) For example:**

- Verbal information only but supported by very good site plan held in reception.
- Modest quality (e.g. may be black & white) site map given to all guests on arrival.
- Quite good information for guests arriving out of reception hours but perhaps less than obviously located.

### **Mark 3 (Good) For example:**

- All guests given good quality site plan on arrival, supported by additional verbal information and guidance.
- Clear information displayed and well presented for guests arriving out of reception hours.

### **Mark 4 (Very Good) For example:**

- Very good quality site plan supplied to all guests on arrival.
- Additional information such as shop or facility opening times provided.
- If appropriate, New arrivals maybe escorted to pitch or unit on request.

### **Mark 5 (Excellent) For example:**

- Comprehensive site information folder prepared for all new arrivals including site plan and printed information about all site facilities. May contain a personalised welcome letter.
- A verbal orientation of the park given on arrival.
- May be additional information provided about local amenities or attractions or discounted/complimentary/privileged admission tickets to local facilities or attractions.
- Assistance may be given to new arrivals in siting/pitching touring caravans.
- All Hire fleet guests ideally shown to caravan holiday homes, or a post check-in satisfaction check made.
- Caravan Holiday Home welcome pack (tea, coffee, fresh milk etc.).

## PARK FACILITIES

### SHOPS

#### 20. EXTERIOR/FRONTAGE

*(see General Areas of Assessment)*

#### 21. DÉCOR AND FLOORING

*(see General Areas of Assessment)*

#### 22. FIXTURES AND FITTINGS

*(see General Areas of Assessment)*

#### 23. LIGHTING

*(see General Areas of Assessment)*

#### 24. SPACE, COMFORT AND EASE OF USE

*(see General Areas of Assessment)*

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## BARS, CLUBS, RESTAURANTS & TAKE-AWAYS

### 25. EXTERIOR/FRONTAGE

*(see General Areas of Assessment)*

### 26. DÉCOR AND FLOORING

*(see General Areas of Assessment)*

### 27. FIXTURES, FITTINGS AND FURNISHINGS

*(see General Areas of Assessment)*

### 28. LIGHTING, HEATING AND VENTILATION

*(see General Areas of Assessment)*

### 29. SPACE, COMFORT AND EASE OF USE

*(see General Areas of Assessment)*

## LAUNDERETTE AND DRYING ROOM

### 30. EXTERIOR/FRONTAGE

*(see General Areas of Assessment)*

### 31. DÉCOR & FLOORING

*All aspects of wall and ceiling and floor finishes in Launderette and Drying Room facilities.*

#### **Mark 1 (Acceptable) For example:**

- Unprofessional finish with considerable signs of wear or damp patches.
- Cracked floor tiles.
- Poorly fitted vinyl.

#### **Mark 2 (Quite Good) For example:**

- Painted concrete walls, uneven surface.
- Quarry tiled floor showing some damage or disfigurement.

#### **Mark 3 (Good) For example:**

- Plain emulsion walls in good condition.
- Fully tiled with little damage evident and modest quality tiles.
- Painted concrete block walls in good condition.
- Painted harled/textured walls in good condition.
- Quarry tiled floor, no damage.

#### **Mark 4 (Very Good) For example:**

- Emulsion walls with a splash back (tiled or wet wall) in very good condition.
- Fully tiled flooring or high quality, well fitted, non-slip flooring.
- Painted concrete floor in very good condition.
- Pine lined walls, plain or colour washed or painted.

#### **Mark 5 (Excellent) For example:**

- Wet wall lining throughout.
- Excellent quality tiling throughout.
- Excellent quality professionally fitted non-slip flooring in immaculate condition.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.



## 32. LIGHTING AND VENTILATION

*Lighting and ventilation levels throughout the facility.*

### **Mark 1 (Acceptable) For example:**

- Single bare fluorescent tubes or bulbs.
- Limited ventilation.
- Dryer not directly ventilated to the exterior.
- Lighting at a minimal functional level for safe and practical use but little more.

### **Mark 2 (Quite Good) For example:**

- Bare fluorescent tubes while quite good levels of illumination.
- Louvered window for ventilation.
- Sufficient lighting in most areas for comfortable use, although some areas may not be well lit.

### **Mark 3 (Good) For example:**

- Fluorescent tubes and diffusers sited so as to provide effective lighting throughout the facility.
- All dryers externally vented.
- Louvered windows or air grilles.

### **Mark 4 (Very Good) For example:**

- Well distributed lighting
- All main task areas fully illuminated by ceiling and/or wall lights
- Bulk head light fittings appropriately placed and in immaculate condition with low energy bulbs
- Forced extraction as well as externally ventilated machines.

### **Mark 5 (Excellent) For example:**

- All main task areas fully illuminated
- Lighting possibly controlled by sensor e.g. PIR.
- Fully ventilated facility.

## 33. FIXTURES AND FITTINGS

*Quality and condition of all fixtures and fittings including hooks, seats, worktops, light and heat fittings, washing baskets.*

### **Mark 1 (Acceptable) For example:**

- Light fittings showing age or rusting.
- Light fitting operational but may have a broken shade or cover.
- Shelving/worktops to be in acceptable condition although may be showing signs of wear.
- Sinks in acceptable condition, taps may be rusting with missing indicators.
- Basic quality plastic seating.
- Some broken hooks.

### **Mark 2 (Quite Good) For example:**

- Basic quality light fitment perhaps with no shade.
- Light fitting may be dated or worn.
- Shelving/worktops to be in quite good condition.
- Quite good quality seating, perhaps wooden seats.

### **Mark 3 (Good) For example:**

- Light fittings, although not as new, remain in good overall condition.
- Shelving, work tops and sinks in good condition.
- Good quality seating offering a degree of comfort.

### **Mark 4 (Very Good) For example:**

- Very good quality light fittings with no evidence of wear or ageing.
- Very good quality shelving and worktops.
- All equipment provided should be intact including, hooks, seating, wash baskets, ironing boards etc.

### **Mark 5 (Excellent) For example:**

- Light fittings of the highest quality.
- Where provided additional fixtures should be of excellent intrinsic quality with no signs of wear.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

### 34. LAUNDRY EQUIPMENT

*Quality and condition of all laundry equipment provided including washing, spinning and drying machines, iron & ironing boards and mangles).*

#### **Mark 1 (Acceptable) For example:**

- Equipment, although serviceable, showing extensive signs of heavy wear and ageing such as rust or other damage.
- Iron base badly scorched, ironing board cover showing significant wear.

#### **Mark 2 (Quite Good) For example:**

- Domestic quality machines in a quite good condition.
- Equipment showing signs of moderate wear
- Iron base and ironing board in good order with some signs of wear.

#### **Mark 3 (Good) For example:**

- Older commercial machines in good condition.
- Domestic quality machines in good condition.
- Iron base and ironing board in as good order, possibly of a more modest quality.

#### **Mark 4 (Very Good) For example:**

- Commercial equipment in very good condition may show slight wear to some equipment.
- Domestic quality machines in excellent condition.
- All other equipment to be of a very good quality, and in very good condition.
- Very good iron and ironing board in pristine condition.

#### **Mark 5 (Excellent) For example:**

- Commercial equipment, no damage, all in excellent condition.
- All additional equipment of a high quality with a clear emphasis on customer convenience.

### 35. SPACE, COMFORT AND EASE OF USE

*Layouts of the facility, customer flow, ease of access to machines and equipment. Provision for customers' comfort while using the facility.*

#### **Mark 1 (Acceptable) For example:**

- Access to machines and equipment adequate but awkward.
- Confined space and access easily compromised if used by multiple users.

#### **Mark 2 (Quite Good) For example:**

- Space a little restricted in some areas.
- Possibly having a dual function, for example dishwashing.

#### **Mark 3 (Good) For example:**

- Reasonable clear access to all equipment.
- Seating provision suitable to the size/user capacity of the laundry.

#### **Mark 4 (Very Good) For example:**

- Generous spacing and shelving between equipment such as sinks.
- Ample space for using the facility including ironing boards.

#### **Mark 5 (Excellent) For example:**

- An excellently well laid out facility with plenty of flat surface space for folding laundry.
- Easy access to all equipment even when facility is busy.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## RECREATION, SPORT & LEISURE

### 36. EXTERIOR/FRONTAGE

(see *General Areas of Assessment*)

### 37. FACILITY (INDOORS)

*All aspects of décor, flooring, lighting, heating, ventilation, fittings and furniture, play surfaces and court netting or other related perimeter structures. This includes consideration of customer toilet, changing and viewing facilities, accessed via the applicable areas.*

#### **Mark 1 (Acceptable) For example:**

- Ageing hard play surfaces where a modern safe play surface would be more appropriate.
- Equipment and facilities usable but damaged e.g. torn netting, loose fittings.
- Court markings extensively worn.
- Décor, flooring and fittings showing extensive signs of age and wear.

#### **Mark 2 (Quite Good) For example:**

- Appropriate play surfaces but with visible wear and some damage.
- Décor, flooring and fittings in a generally good condition but either showing some wear or ageing or of an intrinsically modest quality.
- Some machines/equipment may not be working.

#### **Mark 3 (Good) For example:**

- Plain emulsion décor all in good condition.
- Modest quality flooring, slight marks or wear.
- Good quality and condition of play surfaces.
- All ancillary equipment of a good condition, some signs of wear but all fully functional and undamaged.
- Lighting in good condition in appropriate areas.

#### **Mark 4 (Very Good) For example:**

- A very good quality of décor, flooring and fittings throughout.
- All play surfaces and related equipment in very good condition.
- High quality evident throughout the facility.

#### **Mark 5 (Excellent) For example:**

- Excellent standards evident throughout all aspects of the facility.

### 38. EQUIPMENT (INDOORS)

*All play or recreational equipment fixed or portable, free or for hire.*

#### **Mark 1 (Acceptable) For example:**

- Machines and equipment generally serviceable although a number of items may be temporarily out of service and requiring maintenance or repair.
- Equipment likely to show extensive signs of prolonged heavy use such as ripped/worn felt on pool tables, scraped table tennis surfaces.

#### **Mark 2 (Quite Good) For example:**

- All equipment in quite good operational condition.
- Equipment likely to show some signs of heavy use.

#### **Mark 3 (Good) For example:**

- Equipment all in an overall good condition.
- Little sign of wear or ageing.
- Equipment may be in very good condition but of relatively modest quality.

#### **Mark 4 (Very Good) For example:**

- All equipment in a very good condition with no real signs of age or wear.
- High quality equipment all properly maintained, serviced or cleaned as appropriate for each user.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 5 (Excellent) For example:**

- All machines and equipment of the highest quality and in pristine condition.

**39. LAYOUT & EASE OF USE (INDOORS)**

*Layout and design of the entire facility including changing and viewing facilities, customer flow, ease of access to equipment. This includes consideration of customer changing and viewing facilities accessed via the applicable areas.*

**Mark 1 (Acceptable) For example:**

- Equipment usable but located in such close proximity to other equipment that users must be aware and particularly considerate of each other's presence.
- Equipment located inconveniently in busy entrance, through routes or access points.

**Mark 2 (Quite Good) For example:**

- Good access to most equipment.
- Some equipment or facilities may be in a less than ideal location but nonetheless usable.

**Mark 3 (Good) For example:**

- Controlled access to barefoot areas.
- All equipment and machines placed in such a way as to prevent congestion and collision.

**Mark 4 (Very Good) For example:**

- Adequate spectator seating.
- All equipment, games machines etc in very good locations enabling their full use and enjoyment.

**Mark 5 (Excellent) For example:**

- Clear effort made to make the area as attractive as possible for both users and spectators.

**40. FACILITY (OUTDOORS)**

*Boundary fence, seating and tables, waste bins, non-play surfaces and play surfaces. (This includes consideration of customer toilet, changing and viewing facilities, accessed via the applicable areas).*

**Mark 1 (Acceptable) For example:**

- Worn, weedy or unkempt play or non-play surfaces.
- Damage or wear evident to ancillary fixtures such as fencing, seating, waste bins etc.
- Ageing soft play surfaces, or bare ground.

**Mark 2 (Quite Good) For example:**

- All facility fixtures in a serviceable condition but with some wear or ageing apparent.

**Mark 3 (Good) For example:**

- Facility fixtures in a generally good condition.
- May be of relatively modest quality but in good condition.

**Mark 4 (Very Good) For example:**

- Some fencing or seating with slight lichen or moss growth but otherwise of a high quality and in a very good condition.

**Mark 5 (Excellent) For example:**

- High quality seating, fencing, play and non-play surfaces etc. all in a pristine condition.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## 41. EQUIPMENT (OUTDOORS)

*All play and recreational equipment, fixed or portable, free or for hire.*

### **Mark 1 (Acceptable) For example:**

- Equipment and facilities usable but damaged e.g. torn netting, loose fittings.
- Court markings extensively worn.
- Loose or insecure play equipment may be present but must remain safe.
- Equipment extensively weathered, mossy or suffering lichen growth.
- Evidence of longstanding vandalism, graffiti or other damage.

### **Mark 2 (Quite Good) For example:**

- All equipment in quite good operational condition.
- Equipment likely to show some signs of heavy use.

### **Mark 3 (Good) For example:**

- Equipment all in an overall good condition.
- A little wear or ageing. Perhaps slight rust/wear/fading.
- Equipment may be in good condition but of relatively modest quality.

### **Mark 4 (Very Good) For example:**

- All equipment in a very good condition with no real signs of age or wear.
- High quality equipment all properly maintained, serviced or cleaned as appropriate for each user.

### **Mark 5 (Excellent) For example:**

- All play and recreational equipment of the highest quality and in pristine condition.

## 42. LAYOUT & EASE OF USE (OUTDOORS)

*Layout and design of the facility, customer flow, ease of access to equipment. Provision for customers' comfort while using the facility.*

### **Mark 1 (Acceptable) For example:**

- Little or no effective screening of children's play areas from adjacent roadways.
- Minimal provision for comfort of spectators (seating, waste bins etc).
- Play equipment closely spaced.

### **Mark 2 (Quite Good) For example:**

- An acceptable distance from roadways but no fence or provision for spectators.
- Adequate buffers between equipment such as swings and slides.

### **Mark 3 (Good) For example:**

- All equipment and machines placed in such a way as to prevent congestion and collision.
- Adequate spectator seating.
- Possibly unfenced.

### **Mark 4 (Very Good) For example:**

- All equipment in very good locations enabling their full use and enjoyment.
- Viewing area possibly with landscaping.

### **Mark 5 (Excellent) For example:**

- Secure children's play facility either a very considerable distance from any roadway or well fenced with staggered exits.
- All equipment very well spaced allowing for easy free and safe movement of children in between equipment.
- Clear effort made to make the area as attractive as possible for both users and spectators.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## PARK GROUNDS AND FACILITIES

### 43. LIGHTING

*External light fittings and lighting provision throughout the park, including roads, pathways, ramps, steps and exterior of buildings.*

#### **Mark 1 (Acceptable) For example:**

- Lighting provided in accordance with minimum criteria requirements.
- Many light fittings aged or damaged.

#### **Mark 2 (Quite Good) For example:**

- Lighting provided at key points throughout the park, for example junctions.
- Some additional lighting above minimum requirements but quite limited.
- Light fittings showing some ageing or weathering.

#### **Mark 3 (Good) For example:**

- A good standard of lighting through most areas of the park.
- All steps and ramps are suitably lit.
- Lighting at facilities blocks may be activated by PIR or other movement sensors.
- Light fittings generally in good condition.

#### **Mark 4 (Very Good) For example:**

- All areas of the park appropriately and well lit.
- A range of light fittings used to ensure appropriate lighting in different locations.
- Light fittings mostly in very good condition.

#### **Mark 5 (Excellent) For example:**

- The highest quality of light fittings and technology used appropriately in all areas of the park.
- All lights are likely to be of a low energy type.
- All light fittings in excellent condition.

### 44. SIGNAGE

*All internal and external notices and signage, including entrance signs, directional, instructional and facility signage.*

#### **Mark 1 (Acceptable) For example:**

- Limited system of directional signing that may not include information on all areas.
- Signs are showing noticeable wear and tear and ageing.
- Limited provision, inconsistent and confusing.

#### **Mark 2 (Quite Good) For example:**

- Quite good system of signage which provides helpful directional information around facility.
- Signs are in quite good order but may show slight signs of wear and tear or ageing.
- Adequate provision for size of site with signs that are easy to follow.
- Information is clear and easy to read.

#### **Mark 3 (Good) For example:**

- Good system of directional signage.
- Attempts made to use corporate branding or theme.

#### **Mark 4 (Very Good) For example:**

- High quality signage, in very good order.
- Strategic positioning of signs providing an easy-to-follow route from reception to all relevant areas.
- Information is clear, well laid out and up-to-date.
- Very good directional signs which are easy to read, follow and use.
- Very good provision of signage for size of site, prominently displayed.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.



**Mark 5 (Excellent) For example:**

- Innovative use of design and layout including use of themes.
- Consistent use of corporate branding and identity.
- Use of foreign languages or symbols.

**45. FIRE POINTS**

*All fire point facilities including, for example, fire extinguishers, hoses, hydrants, fire notices and fire warning bells and triangles.*

**Mark 1 (Acceptable) For example:**

- All equipment properly serviced.
- Points and boxes in a dilapidated condition.
- Heavy lichen or weed growth.

**Mark 2 (Quite Good) For example:**

- Aged fire points.
- Most fire notices missing or illegible.

**Mark 3 (Good) For example:**

- Extinguishers and / or hoses with weatherproof covers in good order.
- Some missing or illegible fire notices.
- High quality handmade wooden boxes, freshly painted and weatherproof.
- Fire points of mixed styles, but overall in very good condition.

**Mark 4 (Very Good) For example:**

- Older boxes but freshly painted and in excellent condition.
- New boxes, some missing fire notices.

**Mark 5 (Excellent) For example:**

- All points in excellent condition.
- Clear, high quality signage on all points.
- All points well mounted and appropriately secure.

**46. ROAD SURFACES AND PATHS**

*All public roads and pathways throughout the park including main entrance but not including car parking/late arrival facility.*

**Mark 1 (Acceptable) For example:**

- All roads and driveways in an acceptable condition but with some uneven surfaces, large potholes, extensive surface damage or heavy rutting.
- May be otherwise acceptable but relatively short sections with very steep gradients or poor surface condition.
- Traffic can only move in one direction and no or inadequate passing areas have been allowed for.
- Pathways have developed through informal use and are not maintained or surfaced.

**Mark 2 (Quite Good) For example:**

- All roads and driveways in a quite good condition.
- Some small potholes or surface damage/rutting or uneven road surfaces.
- Reasonable drainage.
- Traffic can only move in one direction, but some passing areas have been allowed for and are clearly marked or an effective and well signed one-way system is in place.
- Pathways may be informal in appearance but some evidence of maintenance and attention being given to principal pedestrian routes.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 3 (Good) For example:**

- Roads in an overall good condition, with well maintained road surfaces and good drainage.
- Principal road width conducive to traffic moving in both directions (either by two way driveway or specific passing places or by fully effective one-way system).
- May be good but for some sections of a lower standard of quality and condition.
- Road edges will be generally neat although not necessarily physically defined.
- All roads and driveways will be of overall width and curve radius (where applicable) which enables the safe and easy manoeuvring of relevant vehicles.
- Speed control humps well marked.

**Mark 4 (Very Good) For example:**

- Driveway of a very good (appropriate for location and environment) quality and all road surfaces maintained in very good condition.
- Road edges likely to be clearly defined and well maintained.
- Speed bumps clearly marked.
- Pathways maintained to a very good standard with good drainage.

**Mark 5 (Excellent) For example:**

- All road and pathways throughout the park of an excellent quality and fully maintained.
- No aspect of any path or road within the park is in less than excellent quality and condition.

**47. REFUSE DISPOSAL AND RECYCLING**

*All provision for refuse disposal. Wheelie bins, dustbins, skips & 'Sulo' type containers. The presentation and maintenance of compounds. This aspect also encompasses any recycling provision, its quality of facility, its range and availability. Where recycling is not available, for practical or logistical reasons, the directions and information for visitors about recycling options will be considered.*

**Mark 1 (Acceptable)**

- Minimal provision on site with no direction to local facilities.
- Many full bins.
- Little/no attempt at screening.
- Freestanding bins clearly visible.
- Unscreened mesh type bins or containers.
- Difficult to use or access e.g. mounting high steps to dispose of rubbish.
- Issued rubbish bags are left for collection at points around the park without protection or screening.

**Recycling**

- Minimal provision.
- Single recycling point (especially larger parks).

**Mark 2 (Quite Good)**

- Quite good level of provision.
- Some attempt at screening.
- Wheelie bins, skips or mini skips are of a quite good quality and are provided with lids.
- Some weed growth in bin areas.
- Some bins not screened.
- Some loose bagged waste in bin areas.

**Recycling**

- Re-cycling for one or two materials at convenient locations in the park.
- Simple signs to indicate nearest recycling point.

**Mark 3 (Good)**

- Dustbins or containers are placed within some form of enclosure or compound.
- The enclosure/compound has a sound washable base.
- Some moss or weed growth may detract from an otherwise very good facility.
- Stored refuse has protection from animals and birds.
- Could be very good if emptied on a more regular basis.

**Recycling**

- Effective provision for a range (typically for three or more) of materials at the main compounds around the park.
- Otherwise, directions to nearest recycling location clearly displayed in main information area or reception.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 4 (Very Good)**

- Bin/container areas are well screened.
- All bins and bin areas clear of weed or moss growth.
- Issued refuse bags are collected daily from pitch or tent.
- General litter bins sited around the park, maintained and regularly emptied.

**Recycling**

- Typically recycling for 4 or more materials at the main compound(s) on the park.
- If no recycling possible on the park then clear notices to be provided at all refuse areas, for the nearest facilities and recycling policy.

**Mark 5 (Excellent)**

- Effective effort to make compounds/enclosures as attractive as possible.

**Recycling**

- All recycling facilities to a very high standard with clear signage and active encouragement to recycle at all points
- Additional aids such as can crushers and collection sacks made available.
- If no recycling available, the clear signage and active encouragement to recycle should be in evidence, with a formal policy in place.

**48. PICNIC TABLES, BBQS, CAMPERS' KITCHEN ETC.**

*Purpose-built BBQs and campers' kitchens for use by customers (does not include BBQs used solely by management for outdoor activity e.g. around pool area).*

**Mark 1 (Acceptable) For example:**

- Facilities functional but poorly maintained.
- Picnic tables may show considerable signs of age, lichen growth, rot or weathering.
- BBQs showing heavy rust, wear and tear.

**Mark 2 (Quite Good) For example:**

- An otherwise good facility but the locations of barbecues are considered to be close to other caravans who may be disturbed by smoke or noise.
- Facilities and equipment showing some signs of age, weathering or slight damage.

**Mark 3 (Good) For example:**

- Picnic tables are sturdy and well maintained.
- Cooking shelter(s), no equipment but stainless steel worktops in very good condition and sheltered from elements.

**Mark 4 (Very Good) For example:**

- Barbecue equipment or tables/chairs in unspecified areas around the park are clean, well constructed and well maintained.
- Where barbecues are provided there is also seating available.
- All facilities well maintained and of a high standard.

**Mark 5 (Excellent) For example:**

- May offer a well-equipped indoor Campers' Kitchen facility, non slip flooring, stainless steel sinks and worktop area with stainless steel splashback. Lit with low energy bulbs. Bench seating and well ventilated.
- Cooking shelters of a high standard, spacious, well designed and attractive to use.
- BBQ facilities designed and maintained to an excellent standard throughout.
- High quality picnic benches / furniture could be high quality hand finished solid high quality wood or recycled material.

**49. LANDSCAPING**

*Scope and extent of planting in order to provide a varied environment. The use of natural features, stone, wood etc should be considered.*

**Mark 1 (Acceptable) For example:**

- Grounds neat and tidy but no real attempt at landscaping.

**Mark 2 (Quite Good) For example:**

- Limited attempt at landscaping.
- Some retained natural features or self planted trees or shrubs.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 3 (Good) For example:**

- Mostly natural landscaping.
- Some effort to enhance the park with the planting of trees and shrubs etc. to screen buildings or caravans.
- Some attempt to make the best use of natural features.
- Some formal landscaping.
- New planting has been done but is yet to reach maturity.
- Flower tubs/hanging baskets etc. used to enhance principal buildings.

**Mark 4 (Very Good) For example:**

- Features such as ponds, flower tubs, bird tables, seating areas are provided.
- Natural local materials such stone, timber etc. have been used to very good effect.
- Consideration has been given to local flora and fauna and their conservation including water features.
- Specifically defined conservation "buffer zones" have been created.
- Well managed and attractive meadow and wild flower areas.

**Mark 5 (Excellent) For example:**

- Well considered and attractive features throughout the park.
- Extensive use of window boxes, hanging baskets, flower tubs etc.
- Landscaping and planting of specific benefit to wildlife.
- Mature landscaping.

**50. ANCILLARY OR UNUSED BUILDINGS MAINTENANCE**

*(see General Areas of Assessment "Exterior" )*

**51. GROUNDS MAINTENANCE**

*The maintenance and presentation of grassed areas, flower beds, benches and fencing. Also to include storage & maintenance compounds, disused machinery etc.*

**Mark 1 (Acceptable) For example:**

- Areas with poor drainage.
- Unsightly abandoned/unused caravan holiday home pitches.
- Areas around caravans, both caravan holiday homes and seasonal tourers, are poorly maintained or neglected.

**Mark 2 (Quite Good) For example:**

- Some scarred or worn ground.
- Some damaged or broken fencing.
- Majority of the park grounds in a good overall state of maintenance.

**Mark 3 (Good) For example:**

- Grass well cut
- Vacant caravan holiday pitches generally tidy.
- No heavily damaged or scarred areas.
- Flower borders are well kept and neatly edged.

**Mark 4 (Very Good) For example:**

- Clear evidence of effective continual upkeep and maintenance of grounds throughout the park.

**Mark 5 (Excellent) For example:**

- All grass edges neatly cut and cuttings collected.
- All planting maintained to excellent standards.
- Shrubs / trees pruned as appropriate.
- Flowers dead headed, no weeds in formal areas.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## 52. PARK LAYOUT

*Assessment of the distribution of all facilities including leisure, reception, water, waste disposal and toilets, relative to the location of pitches.*

### **Mark 1 (Acceptable) For example:**

- Toilet block a long way from touring or camping pitches.
- Water/waste points a long distance away from touring or camping pitches or uphill.
- Facilities which have to be reached by going outside the park boundaries.
- Natural or manmade hazards that have to be negotiated.

### **Mark 2 (Quite Good) For example:**

- Caravan holiday homes in serried rows.
- Facilities conveniently located but badly sited e.g. chemical disposal points in front of a shop or adjacent to a washing up area or drinking water.

### **Mark 3 (Good) For example:**

- The park area has generally been used to good advantage.
- Most principal facilities reasonably accessible to all guests.

### **Mark 4 (Very Good) For example:**

- All principal facilities centrally located.
- Obvious consideration of customer needs and of the distances between pitches/units and facilities.

### **Mark 5 (Excellent) For example:**

- All facilities easily accessible from all pitches.
- Excellent overall park design.

## 53. CAR PARKING AND LATE ARRIVAL FACILITY

*The provision, quality and maintenance of any parking facility other than that directly associated with individual pitches. In order to be assessed, 'Late arrival' facilities will include the provision of water point and hook-up at the very least.*

### **Mark 1 (Acceptable) For example:**

- Minimal and informal facility.
- Considerable weed growth or signs of general neglect.
- Insufficient visitor parking spaces in relation to normal levels of use.

### **Mark 2 (Quite Good) For example:**

- Basic facility with gravel or stone chip surface and no demarcation of spaces.
- Parking areas may have no marked bays or are awkwardly laid out.

### **Mark 3 (Good) For example:**

- Car parking areas are well maintained and weed free.
- Good provision for late arrivals with reasonable access to basic facilities.

### **Mark 4 (Very Good) For example:**

- A high standard of well presented facility.
- Even, well maintained surface.
- Clearly marked disabled parking provision.

### **Mark 5 (Excellent) For example:**

- Fully tarmac or similar sealed surface, or well managed even gravel surfaces with well defined edges.
- All in excellent condition.
- Marked bays to ensure even parking, this could be planters, marked stones or any other clear indicator of spacing.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## CARAVAN HOLIDAY HOMES AND SEASONAL TOURING CARAVANS

**N.B.** This section of guidance notes is combined to be relevant, as appropriate, for specific assessments made in respect of:

- Caravan Holiday Homes & Seasonal Caravans (non-letting / privately owned).
- Caravan Holiday Homes Letting Fleet (External aspects) Touring, Motorhome and Camping pitches.
- A "seasonal" pitch is one which is let at a price to a single touring caravan owner for their sole use for the duration of a season.

### 54. AND 58. EXTERIOR

*Quality and condition of all exterior aspects of the units including fabric, doors, windows, access steps, roofing, guttering and fall pipes. Particular attention to condition of external paintwork, balconies and storage facilities. This includes all touring units pitched on a seasonal basis.*

#### **Mark 1 (Acceptable) For example:**

- All caravan exteriors in a visibly worn, aged or neglected condition.
- Heavy lichen or moss growth on most/all units giving the appearance of a prolonged lack of maintenance.

#### **Mark 2 (Quite Good) For example:**

- Some noticeable older units.
- Rusting of A-frames.
- Extensive heavy moss or lichen growth on some units.

#### **Mark 3 (Good) For example:**

- Sheet aluminium in good condition.
- Single glazing.
- Majority of units giving a clean, well maintained impression.

#### **Mark 4 (Very Good) For example:**

- Poly-carbonate or plastic all in very good condition.
- Pitched roof, double glazing and drain pipes.
- All units visibly well maintained, cleaned and cared for.

#### **Mark 5 (Excellent) For example:**

- Timber (real) exterior in excellent condition.
- Fully screened using high quality material.
- All units on the site uniformly maintained to at least an excellent standard.

### 55. AND 59. PITCH LAYOUT AND SPACING

*Assessment of efforts made to allow for privacy and space between pitches. The use of effective screening and imaginative positioning other than serried rows. This includes all touring units pitched on a seasonal basis (ref aspect 55 only).*

#### **Mark 1 (Acceptable) For example:**

- Minimum legally compliant spacing throughout.
- Uniform in-line rows.
- No attempt to enable views or privacy.

#### **Mark 2 (Quite Good) For example:**

- Mostly minimum legally compliant spacing.
- Some areas of the park with better spacing and positioning of units.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.



**Mark 3 (Good) For example:**

- Staggered rows although mostly 6 metre spacing.
- Located in rows to maximise the view available to occupants.
- As above (2) but open aspect to front of caravan e.g. all sited at edges of site overlooking spacious central grass/recreational area.
- Electric hook-up's in very good condition but inconveniently located.

**Mark 4 (Very Good) For example:**

- Staggered rows.
- Many pitches with generous spacing well in excess of legal minimum.
- Electric hook-up's conveniently located to pitches, with no long cable runs.

**Mark 5 (Excellent) For example:**

- All pitches generously sized.
- Many pitches located to clearly maximise guests enjoyment of views or privacy.
- All pitches optimise view / ambience.

**56. & 60. PITCH QUALITY & MAINTENANCE**

*Quality and condition of pitch base, immediate surrounds, car parking adjacent to the unit, patio areas.  
This includes all touring units pitched on a seasonal basis (ref aspect 56 only).*

**Mark 1 (Acceptable) For example:**

- Poorly drained.
- Broken or damaged concrete bases.
- Extensively broken and uneven paving.
- Bare and/or uneven ground.

**Mark 2 (Quite Good) For example:**

- Weedy or overgrown pitches.
- Pitches of a variable standard although overall in good condition.
- Limited or awkward parking provision.
- Surface of path or parking liable to become muddy in extreme weather conditions.
- No indication of attempts being made to repair ground between use, eg. bare patches of grass from longer occupation of pitch.
- Basic caravan holiday home pitches, with weed growth around and under caravans.

**Mark 3 (Good) For example:**

- Hard-standing in good condition.
- Minimal weed growth.
- Well laid paths.
- The undersides of caravan holiday homes or seasonal tourers look neat and tidy.
- Numbered pitches.
- Some definition to pitches and edges.
- Grass pitches to be well maintained with obvious management of ground recovery between use.
- Car parking clearly indicated and on good surfaces, eg. gravel or mix of grass/paving slabs.

**Mark 4 (Very Good) For example:**

- Almost all pitches or hard standing in very good condition.
- All pitches clearly defined / edged and numbered.
- Very good pitch surface.
- Slight weed growth may detract.
- Parking facility adjacent on hard surface.

**Mark 5 (Excellent) For example:**

- Individual touring pitches clearly spaced with natural landscaping to define each pitch.
- All pitches maintained to excellent standards.
- Hardstandings weed free and even.
- Parking provision to be in close proximity, tarmac or fully paved base, may have bollard lighting.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## 57. & 61. PITCH AND SERVICE CONNECTIONS

Quality and condition of all service connections including power, water, sewage and drainage. Also includes housings associated with such connections. This includes all touring units pitched on a seasonal basis (ref aspect 57 only).

### Mark 1 (Acceptable) For example:

- Exposed gas bottles.
- Unightly electrical connections or pipework.
- Long pipe runs.

### Mark 2 (Quite Good) For example:

- Long runs of drainage pipework or electrical connection wires.
- Generally neat but little or no effort to screen services.
- Pitch water points in an aged condition.

### Mark 3 (Good) For example:

- Effort has been made to conceal gas cylinders.
- Generally neat, short pipe runs.

### Mark 4 (Very Good) For example:

- Not necessarily fixed screening but could include use of plants or other methods of hiding the connections.
- Services have been provided in such a way as to be as inconspicuous as possible.

### Mark 5 (Excellent) For example:

- All service connections to all units have been made, maintained and screened, to an excellent standard.

## TOILET and WASHING FACILITIES

### 62. EXTERIOR/FRONTAGE

*(see General Areas of Assessment)*

### 63. DÉCOR

*All aspects of wall and ceiling finishes throughout all facilities.*

#### Mark 1 (Acceptable) For example:

- Functional décor with limited co-ordination.
- Lower quality materials with extensive signs of ageing.
- Discoloured grouting over a large area of tilework.
- Unfinished brick or concrete block work.
- Paintwork thinning or patchy.
- Noticeable areas of efflorescence or flaking paint.
- Evidence of poor quality execution of works.

#### Mark 2 (Quite Good) For example:

- Quite good quality and condition of décor but not necessarily recently decorated.
- May show some signs of wear and ageing.
- May be some use of specialist finishes e.g. waterproof bathroom wall boarding but of a budget quality, ageing or ill-fitted.
- May be some cracked wall tiles or loose/missing ceiling tiles.
- Some limited areas of efflorescence or flaking paint.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 3 (Good) For example:**

- Well maintained, practical décor.
- Wall and ceiling covering well applied and all in good condition.
- All paintwork in a sound and fresh condition.
- Tiles may be of modest quality but all sound and in good condition.

**Mark 4 (Very Good) For example:**

- May be recently decorated, but not using the highest quality materials.
- May be very good quality with slight ageing.
- Likely to be some appropriate use of specialist materials.
- All tiling of a high quality with well applied clean grouting and sealant.

**Mark 5 (Excellent) For example:**

- Likely to be extensive use of highest quality materials and finishes.
- Professional finish to all aspects of decoration.
- Highest quality finish to all wall coverings.
- Extensive use of high quality waterproof wall boarding.
- Well fitted, high quality tiles, grouting and seals all in immaculate condition.

**64. FLOORING**

*Flooring and floor finishes throughout all facilities*

**Mark 1 (Acceptable) For example:**

- Flooring in an overall adequate condition.
- Some obvious wear and stains evident but not extensive.
- May be very modest quality e.g. thin vinyl.
- May be wood flooring in a serviceable and safe condition but heavily scarred with poor condition or no finish.
- May be plain concrete, unpolished but basically sound and not breaking up.
- Tiled flooring of a modest quality with some cracked (not loose or dangerous) tiles.

**Mark 2 (Quite Good) For example:**

- Flooring of an overall quite good condition and/or quality.
- May be of an intrinsically good or very good quality but showing quite noticeable wear or damage and some marks.
- May be more modest quality but in quite good condition.
- Older and worn quarry tiles, vinyl flooring or wooden floors in reasonable condition may typically be considered to be of this standard.
- Tiled floors may have some (but not extensive or loose) cracked tiles.
- Concrete floors may be polished or painted but showing some areas of wear.

**Mark 3 (Good) For example:**

- Of a good overall standard, perhaps some signs of wear but not significant.
- Vinyl will be well fitted.
- Wooden floors will be sound and have had an appropriate finish (varnish, sealant etc) with few noticeable scars or marks.
- Good quality vinyl flooring will be well fitted and free of any significant marks or wear.
- Tiling may be of a relatively modest quality and execution but be all sound.
- Concrete floors will be well painted with little sign of wear.
- Quarry tiling with some cracked or damaged grouting.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 4 (Very Good) For example:**

- A very good standard of flooring throughout.
- Wooden floors will be well finished and maintained with no noticeable scarring or damage.
- Tiled floors (e.g. quarry tiles, ceramic, vinyl, linoleum) will be of a high quality, well fitted, undamaged and well grouted where appropriate.
- Contract quality non-slip vinyl flooring still in generally very good condition but showing some slight signs of age or wear in places.

**Mark 5 (Excellent) For example:**

- Flooring of an excellent quality standard throughout.
- High quality laminate flooring, polished wood floors, parquet flooring etc. could be of an excellent standard if of a high innate quality and well maintained.
- Tiled floors (ceramic, vinyl or linoleum) will be of the highest quality and standards of fitting and be in immaculate condition.
- Contract quality non-slip vinyl flooring expertly fitted and in immaculate condition.

## 65. LIGHTING

*General levels of lighting throughout all facilities. Task lighting where needed.*

**Mark 1 (Acceptable) For example:**

- Lighting of a minimal functional level for safe and practical use but little more.
- Uncovered bulbs or bare fluorescent tubes.
- Shadow or low light areas e.g. in shower cubicles.

**Mark 2 (Quite Good) For example:**

- Sufficient lighting in most areas for comfortable use although some areas may be noticeably less well lit.
- Bare fluorescent tubes but sufficient in number and distribution to provide effective lighting.

**Mark 3 (Good)**

- Fluorescent lighting with a diffuser giving an even distribution of light throughout.

**Mark 4 (Very Good) For example:**

- Well distributed high quality lighting.
- Task lighting provided in some areas e.g. shaver lights.

**Mark 5 (Excellent) For example:**

- Highly effective, high quality task lighting wherever appropriate.
- Lighting provided ideally above every shower cubicle.
- Lighting possibly controlled by a sensor e.g. PIR.
- Recessed multi-fluorescent tubes in reflector boxes
- High quality recessed down lighters.

## 66. HEATING & VENTILATION

*Provision of heating and ventilation aspects, and their efficiency, throughout all facilities.*

**Mark 1 (Acceptable) For example:**

- Minimal heating provision.
- Black bar heating on frost setting thermostats.
- Minimal ventilation.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 2 (Quite Good) For example:**

- Reasonably effective heating.
- Likely to be set at a low background level.
- Heating only available during period 1st October to 31st March.
- Some mechanical ventilation but could be minimal for the size of building.

**Mark 3 (Good) For example:**

- Adequate heating available year round but subject to relatively low external temperature.
- Wall mounted panel heaters on set temperature and timer.
- Effective general ventilation.

**Mark 4 (Very Good) For example:**

- All facility blocks fitted with fully effective year round heating.
- Well maintained, quiet and fully effective mechanical ventilation.

**Mark 5 (Excellent) For example:**

- High quality heating throughout creating a warm environment at all times of year.
- Maybe under-floor heating.
- Wet central heating system, year round, thermostatically controlled.
- Appropriately sized radiators and location for size of building.
- Forced ventilation above all shower cubicles and within the toilet area. May be activated on both PIR and humidity detectors and will be fully effective.

**67. FIXTURES, FITTINGS AND SANITARY WARE (WCs & BASINS)**

*Quality and condition of all WC's, basins and associated sanitaryware. Quality and condition of light and heating fittings and accessories including mirrors, hairdryers, soap dispensers etc. Everything within the toilet and washing cubicles are included here including the partitions if applicable.*

**Mark 1 (Acceptable) For example:**

- Fittings of an acceptable quality although probably not matching.
- Ageing fittings with dull finish to porcelain, chrome wearing off.
- Sufficient water pressure and satisfactory drainage for practical use of facilities.
- Mirror silvering extensively degraded.
- Heating, lighting and auxiliary fittings showing some signs of aging, rusting and/or wear.

**Mark 2 (Quite Good) For example:**

- Fittings of a quite good quality but may be dated or worn.
- Cubicles partition showing some age and wear or of modest quality.
- Mixed fittings.
- Plastic cisterns.
- Low quality mirrors.
- Push button basin taps with no run-on after operation.

**Mark 3 (Good) For example:**

- Solid, matching, good quality and well-fitted appliances throughout.
- Cubicle partitions all in similarly good condition.
- Co-ordinated sanitary ware.
- Good water flow and pressure.
- Push button basin taps with short time delay.
- Fittings, although not as new, remain in a good condition.

**Mark 4 (Very Good) For example:**

- Generally high quality fittings throughout with only slight wear.
- All sanitary ware in very good/excellent condition, no cracks, crazing or dull finishes.
- Push button taps, very good flow and temperature, generous time delay.
- Fittings of a very good standard and well maintained.
- Cubicle partitions maintained in very good order.

**Mark 5 (Excellent) For example:**

- Full size wash basins.
- High quality sanitary ware throughout.
- Mirrors all in pristine condition and of a high quality.
- Easy to use responsive controls.
- Cubicle partitions maintained to an excellent standard.
- Fittings all of a very high quality and in the best of condition.

**68. FIXTURES, FITTINGS & SANITARY WARE (SHOWERS)**

*Quality and condition of all shower fittings. Everything within the shower cubicles are included here, shelves, seating, bases etc, including the partitions if applicable.*

**Mark 1 (Acceptable) For example:**

- Adequate but minimal water flow.
- No guest temperature control.
- Aged/worn fittings, stretched shower hoses.
- Corroded fittings, pitted chrome work.
- Frayed, aged or torn shower curtains of modest quality and effectiveness.

**Mark 2 (Quite Good) For example:**

- Basic quality shower and shower fittings but all in good condition.
- Intrinsically high quality fittings but now showing quite extensive age and wear.
- Shower cubicles showing some age and wear or of modest quality.

**Mark 3 (Good) For example:**

- Tamper proof shower heads in very good condition.
- Push button flow control, good flow but may be quite short time delay.
- All fittings in good condition.
- Shower cubicles all in similarly good condition.
- No stretched or damaged shower hoses.
- Pre-set shower temperatures, appropriately set.

**Mark 4 (Very Good) For example:**

- Temperature control by guest.
- Powerful, fully effective water flow.
- All controls fully functional and effective.
- Non slip flooring/shower bases or trays.
- High quality shower curtains in very good condition that are fully effective.
- Push button shower with extended time delay.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.



**Mark 5 (Excellent) For example:**

- Cubicle partitions maintained to an excellent standard
- All shower fittings and controls of the highest quality and in pristine condition
- A high quality, thermostatically controlled shower (customer controlled and/or with extended time push button operation).

**69. SPACE, COMFORT AND EASE OF USE**

*Design and layout of the facilities, level of provision relative to number of users.*

**Mark 1 (Acceptable) For example:**

- Usable but cramped facility.
- Opening doors causes some obstruction.
- Minimal space between washbasins.
- One only or restricted number of hot taps.
- Adequately sized facilities but rather restricted in places.
- Little opportunity for privacy when changing or drying.
- Limited or no suitable surface area for guests' belongings.

**Mark 2 (Quite Good) For example:**

- Better than acceptable but limited space for movement in some areas.
- Mostly well designed but some awkward access.
- Flat surface provided for guests' belongings.
- Mirrors provided but inconveniently situated.
- Quite good spaciousness overall.
- Some facilities may be quite restricted while others may be rather better.
- Standard sized cubicles.
- Restricted changing areas.
- Facilities tight for space when used by a number of guests.
- Washbasins may be inconveniently closely spaced or, when in use, restrict access through the room.

**Mark 3 (Good) For example:**

- Good-sized facility.
- Sizeable shower cubicles.
- Ample space for changing.
- Well positioned fixtures and fittings for ease of use.
- A good overall standard which on many parks is likely to represent a mix of some excellent facilities with others being more restricted and of a 'quite good' standard.
- Good space for guests' belongings.

**Mark 4 (Very Good) For example:**

- Generously sized and well planned facilities.
- Shower cubicles will be of a size and layout that enables privacy for changing within the cubicle in a fully effective dry area separate from the shower tray.
- Wash basins should be well spaced to allow ease and comfort of use at busy periods.

**Mark 5 (Excellent) For example:**

- Very spacious facilities of an excellent design.
- Likely to be a generous provision of spacious private washing cubicles.
- Shower trays of above standard size.
- All shower cubicles provided with generously sized and fully effective dry change area.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## TOURING, MOTORHOME and CAMPING PITCHES and FACILITIES

### 70. PITCH LAYOUT AND SPACING

(see above: "Caravan Holiday Homes Touring and Seasonal Caravans")

### 71. PITCH QUALITY AND MAINTENANCE

(see above: "Caravan Holiday Homes Touring and Seasonal Caravans")

### 72. ELECTRIC HOOK-UPS

Assessment of the quality, maintenance and presentation of hook-up provision. Connections should be of a proprietary type recognisable by blue/grey sockets. Housings should be appropriate to the environment.

#### Mark 1 (Acceptable) For example:

- Limited damage or cracked housings
- Many electric hook-ups which are leaning
- Extensive mould/algae growth and/or discolouration of the housings.

#### Mark 2 (Quite Good) For example:

- Some hook-ups leaning over
- Some lichen or moss growth and/or discolouration on housings
- Hook-up points which are weedy or untidy.

#### Mark 3 (Good) For example:

- Basic quality, all in good condition and securely mounted.
- Neatly housed or mounted electric hook-up points.
- No build up of moss / greening on posts or housing.

#### Mark 4 (Very Good) For example:

- Very good quality hook-ups, all with integral light and RCD / overload breakers for each outlet.
- All points weed free and visibly well maintained
- Of a height which is visible and user friendly.

#### Mark 5 (Excellent) For example:

- The highest quality housings and hook-up facility consistently used throughout the park.
- All housings, posts and connections in immaculate condition.

### 73. WATER POINTS AND GREY WATER DISPOSAL

Quality, presentation and maintenance of water points and grey water disposal facilities other than those located on individual pitches.

#### Mark 1 (Acceptable) For example:

- Most water points appearing neglected and obviously not being regularly serviced e.g. dripping taps, leaky joints or blocked drains.
- Extensively weedy, flooded areas.
- Widespread mould, moss or slime.
- The facility is functional and safe but not pleasant, easy or convenient to use.
- May not have fixed drains, soak away only.
- Poor water flow / pressure.

#### Mark 2 (Quite Good) For example:

- Some weed growth but not extensive.
- Broken or missing drain grids.
- Basic facilities, generally maintained to a quite good standard.
- Evidence of inefficient drainage, points liable to flooding.
- Generally water points to be in good order, taps easy to operate.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 3 (Good) For example:**

- Taps that can easily be turned on and off and which deliver a well directed flow of water.
- Taps that are securely fixed or mounted at a convenient height.
- The immediate surrounding area is provided with a sound, washable surface.
- The facilities are generally well maintained throughout the park.

**Mark 4 (Very Good) For example:**

- Water points and grey water disposal points are well maintained, neat, tidy and weed free throughout the park.
- Some form of edged gully has been constructed to contain the water within the area and allow speedy disposal via a drain.
- Some effort has been made to make the area as attractive as possible.

**Mark 5 (Excellent) For example:**

- All water or grey water disposal points well and clearly signed and in immaculate order.
- Fully effective fixed drainage integral to all points with secure grids.
- Hoses provided on grey water taps.
- The mounting or enclosure has been neatly constructed with a high degree of finish.

**74. CHEMICAL WASTE DISPOSAL POINTS**

*The internal and external quality, condition and maintenance of the facility.*

**Mark 1 (Acceptable) For example:**

- Only a drain or manhole is available.
- A number of aspects are damaged, broken or unserviceable.
- Heavy, awkward lid or manhole cover.
- Not easily accessible.

**Mark 2 (Quite Good) For example:**

- Unlit, open outdoor facility.
- Fully serviceable but some obvious signs of wear or slight damage.
- An obvious lack of regular or effective maintenance.
- Facility is otherwise good but has difficult access, high steps etc.
- Facility is otherwise good but access is restricted e.g. can only be used by going through the ladies/gents toilet.
- Tap supplied without hose.

**Mark 3 (Good) For example:**

- Outdoor facility but with elements of an otherwise very good standard.
- Well maintained and all aspects fully operational.
- Could be covered, lit and provided with flush and hose but in modest condition or quality.
- Facility is surrounded by a sound, washable floor surface.
- Facilities are easily accessible.

**Mark 4 (Very Good) For example:**

- The facility is constructed using easy clean materials, e.g. porcelain, tiled, waterproof wall board or sheet metal surrounds.
- Under cover and well lit.
- Ideally where permissible a tap with hose to be available. This should be able to cleanse the immediate surrounding area.
- Ideally a flushing system is installed to rinse the area after use.
- The facility is raised, with a lip to steady the chemical toilet cassette (about normal toilet height is suggested).
- Sluice/drainage basin in very good order, no cracks or splits, pristine condition.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

**Mark 5 (Excellent) For example:**

- All facilities provided are of a uniform, excellent quality standard and in pristine condition.
- The facilities are screened or placed in a location away from general view.
- Discreetly located but readily accessible from all touring pitches on the park.
- Enclosures or buildings housing the facility have been constructed and maintained to the highest standards.
- A clear effort has been made to make the facility as attractive and pleasant to use as possible.
- Hand washing facility may be provided (could be hand gel sanitiser).

**75. MOTOR VEHICLE WASTE DISPOSAL POINTS (MVWDP)**

*The quality, condition and maintenance of the facility.*

**Mark 1 (Acceptable) For example:**

- Access is so restricted that the facility is only usable by smaller vehicles.
- Only a drain or manhole is available.
- A permeable surface surrounds the drainage point.
- A number of aspects are damaged, broken or unserviceable.
- Heavy, awkward lid or manhole cover.

**Mark 2 (Quite Good) For example:**

- An obvious lack of regular or effective maintenance although the facility is fully functional.
- Facility is otherwise quite good but has difficult access.
- An impermeable surface of a fully effective size is provided but may have some cracks or damage apparent.
- Some means available to fully clean the immediate area.

**Mark 3 (Good) For example:**

- May be awkwardly sited, difficult for larger units to use.
- Well maintained to a good standard.
- Well fitting manhole cover.
- Smooth surrounding road surface (tarmac or concrete).

**Mark 4 (Very Good) For example:**

- A well planned facility enabling comfortable access and use by all sizes of motorhomes.
- Well structured drainage.
- An impermeable surface of generous size and very good condition surrounding the drainage point.
- Surface is appropriately dished to prevent unwanted run-off away from the drainage point.

**Mark 5 (Excellent) For example:**

- The facilities are screened or placed in a location away from general view.
- A clear effort has been made to make the facility as attractive and pleasant to use as possible.
- The facility demonstrates additional design features which augment the safe and easy use by customers.

Please note: Guidance notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate.

## 76. WASHING UP FACILITIES

*The provision of formal 'pot washing' areas in terms of quality, presentation and ease of use. May be within a multi-use facility such as a laundry.*

### **Mark 1 (Acceptable) For example:**

- Use and purpose of the facility is not indicated.
- No hot water is provided.
- The facility is functional and usable but in a rundown condition.
- Basic facility, minimal provision of sink and water supply.

### **Mark 2 (Quite Good) For example:**

- May be an indoor facility but in modest condition, lacking ventilation or windows.
- Generally of a quite good quality but lacking effective and useful provision such as drainage boards, sink plugs, waste bins etc.
- May be a facility of intrinsically good quality but through age, wear or minimal maintenance, now in a more modest condition.

### **Mark 3 (Good) For example:**

A good standard of facility, typically represented by features such as:

- Covered and partially enclosed shelter, open on two sides.
- Well lit.
- Stainless steel sinks.
- Wash bowls and/or plugs provided.
- Waterproof wall boarding or tiled splashback.
- A good layout enabling comfortable use.
- Floor area which is washable and easy to keep clean.
- Waste bins provided, or adjacent to the facility.

### **Mark 4 (Very Good) For example:**

A very good standard of facility, typically represented by features such as:

- Covered and enclosed shelter (three sides minimum).
- Well lit.
- Stainless steel sinks and appropriate worktops.
- Generous use of waterproof wall boarding or high quality tiling.
- Very good design and layout providing for the comfort and ease of use of guests.

### **Mark 5 (Excellent) For example:**

An excellent standard of facility, typically represented by features such as:

- An obvious effort to make the facility attractive and user friendly.
- Well lit e.g. fluorescent tubes and diffusers or recessed down-lighters and task lighting where appropriate
- Stainless steel sinks, drainers and worktops .
- May feature stainless steel sinks, drainers and worktops.
- Contract quality non-slip flooring in excellent condition or similar excellent quality flooring.
- Gloss painted concrete block walls in immaculate condition.
- Extensive waterproof wall boarding.