



Visit
Wales

Inspection and approval of
**ALTERNATIVE TYPE
ACCOMMODATION and
SINGLE CARAVANS**



Llywodraeth Cymru
Welsh Government

Inspection and approval of ALTERNATIVE TYPE ACCOMMODATION and SINGLE CARAVANS

While customer assurance inspection schemes have been operated for a long while for the mainstream type tourist accommodation such as Hotels or self catering cottages, it has become apparent that Wales can also offer a less traditional or alternative-to-the-norm type of accommodation, and that this is being increasingly sought out by those looking for a different holiday experience.

While this alternative accommodation is not considered suitable for a grading or classification scheme, visitors nevertheless have the right to expect that a certain standard be attained. Consequently, anyone wishing to have Visit Wales recognise or promote this type of accommodation must annually apply and pay for an inspection and meet all of the following criteria. The definition for the kind of accommodation that can be inspected under this scheme is given under the relevant criteria heading.

Minimum Criteria For "Alternative Accommodation"

Alternative accommodation refers to certain self-catering based accommodation, which is perhaps more unusual. Many of the guests using this type of accommodation enjoy the 'getting back to nature' experience, which is enhanced by the more rural situation of the accommodation. There is often a strong emphasis on sustainability with low energy and waste management initiatives and protection of the environment being at the heart of the business' ethos.

Alternative letting accommodation CAN BE provided in EITHER 'PERMANENT' or 'non permanent' structures such as:

- Wigwams, camping pods, geo domes
- Romany Caravans
- Nomadic structures (e.g. tipis, yurts, safari tents)
- Converted railway carriages, shepherds trailers/huts etc
- Tree houses, roundhouses, straw houses

The accommodation will be fit for purpose, clean, well maintained and meet all statutory obligations.

Minimum Entry Requirements
<ul style="list-style-type: none"> • Must meet all statutory obligations and requirements for letting. (If necessary and on request, confirmation of planning consent/change of use for a particular parcel of land will need to be provided).
<ul style="list-style-type: none"> • Must describe fairly the accommodation and facilities on offer.
<ul style="list-style-type: none"> • Must prepare a disability access statement.
<ul style="list-style-type: none"> • Must possess current public liability insurance.
<ul style="list-style-type: none"> • All participants are required to observe the Visit Wales/Croeso Cymru Code of Conduct.
<ul style="list-style-type: none"> • Must carry out a fire risk assessment and act on findings to reduce or remove risk, then review assessment regularly, making changes where necessary.
<ul style="list-style-type: none"> • Appropriate fire extinguisher must be provided and maintained in a fully operational condition. Fire extinguishers must be well located for ease of access. Where appropriate a fire blanket per unit will need to be provided (all equipment to be BS/CE Approved).
<ul style="list-style-type: none"> • Details of summoning assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g., proprietor, doctor, dentist, emergency services callout (i.e., 999) to be detailed, together with the location of the nearest telephone. A first aid kit to be provided on site.

The Accommodation:

- The accommodation and any accompanying toilet/washing/cooking facilities must be structurally sound, and well maintained both internally and externally.
- All grounds, gardens and parking areas to be well maintained, pathways and parking areas should be free from trip hazards.

- All areas to be thoroughly cleaned on a regular basis.
- Adequate ventilation must be provided throughout the accommodation and facilities.
- All areas to be adequately lit for safe movement. (Exception may be made at the discretion of Visit Wales/Croeso Cymru in respect of remote or rural properties with no mains Services). Emergency lighting to be provided as back up i.e. a torch.
- A potable cold water supply must be provided either inside the building or adjacent to it.
- Sleeping surfaces must not be in direct contact with the ground, i.e. a substantial ground sheet, decking, sleeping platform or bed base must be provided.
- If provided, all bedding is to be clean and well presented.
- An area for washing cooking utensils, plates, cutlery, etc, must be provided with at least cold running water.
- If provided, all cooking equipment (inc bbq`s, gas stoves etc) to be well maintained.
- If no fixed cooking appliances provided, a suitable raised surface for guests to use their own cooking equipment outside of the accommodation must be provided.
- At least 1 toilet facility and washbasin (including soap) must be provided for every 30 guests.
- At least 1 shower must be provided for every 25 guests.

Criteria For Single Caravans

Applicable to letting accommodation provided in static caravans, i.e.

- Individual caravans situated on farm or near private residencies
- Privately owned caravans situated on Visit Wales graded** caravan parks

The accommodation will be fit for purpose, clean, well maintained and meet all relevant statutory obligations.

Minimum Entry Requirements
<ul style="list-style-type: none"> • Must meet all relevant statutory obligations and requirements for letting, currently in force. (If necessary and on request, confirmation of planning consent/ change of use for a particular parcel of land will need to be provided).
<ul style="list-style-type: none"> • Must describe fairly the accommodation and facilities on offer.
<ul style="list-style-type: none"> • Must prepare a disability access statement.
<ul style="list-style-type: none"> • Must possess current Public Liability insurance cover.
<ul style="list-style-type: none"> • All participants are required to observe the Visit Wales/Croeso Cymru Code of Conduct.
<ul style="list-style-type: none"> • Unit must be of proprietary make.
<ul style="list-style-type: none"> • Occupancy no more than manufacturers design.
<ul style="list-style-type: none"> • Must be provided with all mains services (drainage, water, electricity and gas {either mains or bottled}).
<ul style="list-style-type: none"> • Must have gas and electricity checks on equipment and provide pass certificates when appropriate.
<ul style="list-style-type: none"> • Adequate heating to be provided.
<ul style="list-style-type: none"> • Adequate internal lighting.
<ul style="list-style-type: none"> • Where reception permits, Colour TV to be provided within the unit.
<ul style="list-style-type: none"> • Internal bathroom providing WC, wash basin and shower or bath.
<ul style="list-style-type: none"> • Hot and cold water provided.
<ul style="list-style-type: none"> • Cooker with oven, grill and minimum three cooking rings.
<ul style="list-style-type: none"> • Provision of fridge with ice box.
<ul style="list-style-type: none"> • Sink, waste pipe, draining board and work surfaces to be clean and sound.
<ul style="list-style-type: none"> • Letting caravan inventory to be displayed (see below for list of minimum equipment required).
<ul style="list-style-type: none"> • Storage area for food and luggage.
<ul style="list-style-type: none"> • Internal repair good with walls, ceilings, floor surfaces & all furnishings to be clean and of sound repair.
<ul style="list-style-type: none"> • Windows & skylights to function (open & close).
<ul style="list-style-type: none"> • All windows to have opaque covering or blinds.
<ul style="list-style-type: none"> • Mattresses clean and sound and to be fitted with adequate protectors.

<ul style="list-style-type: none"> • Where linen provided, change to be made available.
<ul style="list-style-type: none"> • Caravan exterior must be well maintained and in sound condition and set on a level secure base.
<ul style="list-style-type: none"> • Pathways and parking areas should be well maintained and safe from trip hazards.
<ul style="list-style-type: none"> • Steps required to each door, which should be safe and well maintained.
<ul style="list-style-type: none"> • Must carry out a fire risk assessment and act on findings to reduce or remove risk, then review assessment regularly, making changes where necessary.
<ul style="list-style-type: none"> • Must provide fully working Smoke Alarm and Carbon Monoxide detector.
<ul style="list-style-type: none"> • Appropriate fire extinguisher and fire blanket to be provided (all equipment to be BS/CE Approved).
<ul style="list-style-type: none"> • Details of summoning assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g., proprietor, doctor, dentist, emergency services callout (i.e., 999) to be detailed, together with the location of the nearest telephone. A first aid kit to be provided within unit or on site.

** The Visit Wales grading of the park concerned must be current and valid. If this has lapsed or been removed by Visit Wales, then Visit Wales cannot inspect the privately owned caravan on the park.

NB. Where the caravan holiday home is sited on a Visit Wales graded caravan park, the private caravan owner must have in writing the express permission of the park owner to let the caravan independently of the park. Evidence of this may be asked for by Visit Wales at the time of the assessment.

Required minimum equipment in order to meet the standard

One per caravan

Bin (non flammable)
 Bread/Cake container
 Bread/Cake plate
 Bread/Chopping board
 Bread knife
 Butter dish
 Broom
 Bucket
 Carving knife & fork
 Casserole dish
 Colander
 Condiment set (2 piece)
 Corkscrew/bottle opener
 Carpet sweeper or vacuum cleaner (available)
 Cleaning agents (washing up liquid etc)
 Doormat
 Dustpan & brush
 Fish slice
 Frying pan
 Fruit dish
 Grater
 Jug (measuring)
 Jug (milk)
 Kettle
 Kitchen bin with lid
 Kitchen scissors
 Ladle
 Mirror
 Mixing bowl/basin
 Oven roasting tray
 Potato peeler
 Pot scourer/dish mop
 Saucepans & lids (small, medium & large)
 Spoon
 Sugar Bowl
 Teapot
 Tin opener
 Tray
 Vegetable knife (sharp)
 Washing up bowl

Two per caravan

Ashtrays (where smoking allowed)
 Duster
 Tablespoon

Per person

Cereal bowl
 Egg cup
 2 x Fork
 2 x Knife
 Mug
 Plate (small and large)
 Spoon (dessert and tea)
 Tumbler and wine glass

Bedroom

3 x blankets or 1 duvet per bed
 1 x pillow per person
 4 x clothes hangers per person

Bathroom

Toilet brush and holder
 Toilet roll and holder

Promoting This Style Of Accommodation

Once Visit Wales has carried out an inspection and this has proved that all relevant criteria are met, you will receive, in due course, a copy of the Assessor's report and a display certificate. You will be entitled to describe the accommodation as "Visit Wales Approved Accommodation". The accommodation should not be promoted using any other wording, and should include all of the above wording. The relevant logo + wording will be supplied to you by us, as electronic artwork, so that you can put this onto your promotional literature and /or website if you so wish. If you advertise in any of our guides, those produced by your Local Authority, or any other guide, "Visit Wales Approved Accommodation" is what should be used as part of your advert.

Contact Details

Should you wish to make an inspection application or if you require further details please contact us at:

Quality Assurance Dept,
Visit Wales,
Welsh Government,
Rhodfa Padarn,
Llanbadarn Fawr,
Aberystwyth,
SY23 3UR.

You can telephone our Aberystwyth team on **0845 0108020** or email us at **quality.tourism@wales.gsi.gov.uk**.

Alternatively, please see our website: **www.wales.gov.uk/tourism/grading**

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