



A Guide to the
Star Grading Scheme

HOLIDAY CARAVAN PARKS
TOURING PARKS
CAMPING PARKS

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1.0 Introduction

Having a quality product within Wales is seen as the most important factor in order for Wales to be able to offer a world class experience to its visitors and to be able to compete in the global market place. Visit Wales recognises this and is committed to working with the industry in order to ensure that our accommodation, whatever the type and style, remains competitive.

Consumers do consider a star rating important when choosing somewhere to stay or visit and through Visit Wales' range of Quality Grading Schemes, any consumer will be assured that any property that is proudly displaying an official recommendation from Visit Wales will have been visited to "check it out", before you check in or visit.

Raising standards is crucial to the future development of tourism in Wales, so we would encourage you to work with Visit Wales through whichever of our grading schemes best suits your style and type of property.

Parks are graded from 1 to 5 Stars. The more Stars, the higher the quality standard. The grade given to a park is based upon percentage "bands". The percentage is arrived at by comparing the total marks scored against the total possible marks. Parks scoring less than 34% of the total possible marks for any facilities (e.g. shop(s), club(s), launderette(s) etc) will not be given a grade. The overall grade awarded cannot be more than one grade above the lowest grade for any section. Cleanliness must be of at least the same standard as the overall grade.

The grades are:

1 Star – Acceptable quality

At least 34% must be achieved in all sections of grading and minimum criteria met in full. Cleanliness must be of at least the same standard as the overall award.

2 Star – Quite good quality

At least 1 Star must be achieved in all sections. Cleanliness must be of at least the same standard as the overall award.

3 Star – Good quality

At least 2 Stars must be achieved in all sections. Cleanliness must be of at least the same standard as the overall award.

4 Star – Very good quality

At least 3 Stars must be achieved in all sections. Cleanliness must be of at least the same standard as the overall award.

5 Star – Excellent quality

At least 4 Stars must be achieved in all sections. Cleanliness must be of at least the same standard as the overall award.

Award

★
34 – 47%

★★
48 – 59%

★★★
60 – 74%

★★★★
75 – 86%

★★★★★
87%+

Qualifiers

No area to score less than 34%
Cleanliness minimum score 40%

No area to score less than 40%
Cleanliness minimum score 48%

No area to score less than 54%
Cleanliness minimum score 64%

No area to score less than 67%
Cleanliness minimum score 76%

No area to score less than 80%
Cleanliness minimum score 88%

1.1 Designators

In addition to being given a Star grade, the park will also be given a Designator which best describes to visitors the type of park to expect.

They are:

- "Holiday Park" which is for parks whose main business is letting holiday caravans although there may be a few pitches for touring caravans;
- "Touring Park" for those with pitches only for touring caravans, motor-homes and tents;
- "Camping Park" for those who cater just for those with tents.

Where there is a balance of lets between e.g. static and touring caravans, then "Holiday and Touring Park" can be given. *Whenever the Visit Wales Star grading is featured the official Designator must always feature with it.*

1.2 Summary of Holiday, Touring and Camping Parks Quality Assurance Principles

1. Parks are considered in full recognition of the distinct nature and market of the industry sector.
2. The scheme is based on the principle that any size or type of park, even the smallest, can achieve high grades, if the quality and condition of what is provided is high.
3. All assessments are benchmarked against standards set by the industry and which are already in existence at member Parks.
4. Each aspect of the quality assessment is objectively considered solely on the basis

of innate quality and current condition; the mark awarded being a function of the two.

5. Under no circumstances will 'style', 'fashion' or 'taste' be considered in awarding any marks.
6. On Parks where considerable variation between different facilities exists, the mark awarded will be representative of the overall typical guest's experience.
7. The Quality Indicators are intended as readily understood and commonly seen examples only. **They do not constitute definitive standards and should in no way be seen to be restrictive or as limiting the variations that individual participants will provide.**
8. The Quality Assurance Award will consist of the appropriate designator, indicating assured minimum facility standards, together with a Quality standard represented by a scale of One to Five Stars.

1.3 The Quality Assurance Visit

Visit Wales Quality Advisors will visit participating parks from March/April through to September/October during the relevant assessment year, visits can by request be arranged outside of this period if required.

Visits will usually be in the form of an unannounced day visit. The Quality Advisor 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 Advisor 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 Advisor 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 Advisor and subsequently be reviewed by a Senior Quality Advisor before the award is confirmed. This process will usually take approximately four weeks although it can be longer on occasions.

The quality assessment is, of course, the primary function of the visit. However, Visit Wales Quality Advisors 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 within 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 Advisor may draw your attention to examples of good practice – be it in 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.

1.4 Access Statement

What is an Access Statement? It is a clear, accurate and honest account of the services and facilities that disabled visitors can expect NOW, giving them the choice to be able to select the location that most suits their lifestyle.

NOTE: As a condition of being graded by Visit Wales, all businesses must develop an access statement and describe the levels of accessibility throughout the premises. It should be kept up to date to reflect changes that are made over time, and be available to potential guests. Making the Access Statement available on line is usually a good idea.

For advice on how to write an Access Statement, please visit: www.visitbritain.org/business-advice/make-your-business-accessible/create-accessibility-guide
<http://www.visitengland.org/access>

1.5 Sustainability

Adopting a sustainable management approach makes good business sense. It can help your local environment and community as well as improving the quality of service to your guests. Visit Wales is committed to promoting the adoption of sustainable management principles among all tourism businesses operating within the Visit Wales Grading Schemes. It is Visit Wales' aim to ensure that a sustainable approach is complementary to improving the overall quality of tourism in Wales.

We have designed guidance to be used alongside the British Graded Holiday Parks

Scheme – Visit Wales has set out the issues and actions in the same order.

Increasingly, visitors are looking for greener holiday options. Some of the questions they may ask of the accommodation they book are:

- Does it have an environmental policy? Or, is it a member of a green tourism scheme?
- Do they use local suppliers for their food, drink or other goods and services?
- Are environmentally friendly cleaning products used?
- Have they taken steps to reduce and monitor their energy and water use?
- Does the website and promotional literature suggest alternatives to private car use?
- Does the operator contribute to a local environmental or educational charity?
- Does the operator promote a sense of place e.g. promote welsh language, offer local food, display local arts and crafts.

Normally, a guest or potential guest won't articulate these questions out loud, but they may form a subconscious part of their filter process when deciding where they want to stay. In order to put your business ahead of the competition, you need to think about how your business delivers on these aspects of a high quality service. It all contributes to good repeat business in the long term.

For more information regarding the above mentioned guidance please refer to the contact details at the rear of this booklet or go to <https://businesswales.gov.wales/tourism/sustainable-toolkit> and follow the link to 'Sustainable Tourism'.

1.6 Sense of Place

Whilst quality never goes out of style, adding a Sense of Place to the visitor experience will go a long way to make their stay a truly memorable one.

It can be something simple, like adding signage, a product, or a feature to your business to add a touch of local flavour. Or discover some interesting information about your area that adds to your regional knowledge, and pass it on to your visitors. A simple 'croeso' also makes a delightfully distinctive first impression.

We've pulled together an overview on the Wales brand and some guidance on our sense of place. Hopefully these tools will provide you with some ideas on how to create an unforgettable visitor experience.

Visit <https://businesswales.gov.wales/tourism/other-useful-links>

1.7 Accessibility

Since October 2007 the Access Statement has become a mandatory element of the grading process. An Access Statement in this context is a clear, accurate and honest written statement of the services and facilities you offer – **NOW**. An Access Statement is seen as the most appropriate way of presenting your accessible qualities to the potential visitor.

The Disability Discrimination Act (DDA) places a legal duty on service providers to "where reasonably" remove barriers and improve accessibility for the disabled. To assist in this objective the following suggestions are provided in order to complement the access statement.

Certain suggestions may be more appropriate to larger establishments, but there are some that are relevant to any size or style of park or site. The suggestions listed are by no means exhaustive, but consideration in providing some if not all will not only benefit the visitor but also the sustainability of your business. With increasing demands by the consumer for 'value for money', Accessibility is a prime area for achieving this objective.

1.7.1 Reception and Reception Services

- Reception facility is clearly signposted.
- A firm level, dedicated parking bay or lay-by within 25m of entrance.
- A level/ramped entrance as an alternative to steps, with a handrail with edges of steps highlighted.
- A Service Call Button.
- An entrance door minimum width 800mm.
- A spacious internal layout with seating.
- A portion of the reception desk is available from a seated position.
- Public telephone, useable from a seated position, with an acoustic hood.
- Notices written in a clear print and not hand written.
- Induction loop either fixed or portable.
- Booking procedures, we all prefer to communicate in different ways, and not everyone has internet access. Allows the visitor to book by telephone, letter, e-mail, fax, on line, type, talk...etc.
- Always enquire if the visitor has any access requirements.
- Consider allowing staff to undertake Disability Equality Training.

1.7.2 Shops

- Shop facility is clearly signposted.
- A firm level, dedicated parking bay or lay-by within 25m of entrance.
- A level/ramped entrance as an alternative to steps, with a handrail with edges of steps highlighted.
- A Service Call Button.
- An entrance door minimum width 800mm.
- A spacious internal layout with 1200mm between displays.
- All notices and for sale items written in a clear print and not hand written.
- Consider allowing staff to undertake Disability Equality Training.

1.7.3 Bar, Clubs, Restaurant and Take-Aways etc.

- Keep all routes clear and well lit to allow the safe passage when, using a walking frame or where applicable to assist wheelchair users.
- At each step or change of level, provide a contrasting coloured nosing strip.
- Handrails should be provided where changes in level occur and be continuous on stairs and landings.
- Where lifts are provided it is not always economic/structurally possible to fit one to Best Practice Guidelines.
- It is possible however to retrofit lifts with audible messages and raised letters for the control panels.
- Give clear information regarding fire evacuation procedure.
- When a new lift is to be fitted the preferred internal dimension is 1200 x 1400 deep with an 850mm door opening.
- A mirror on the rear wall assists a wheelchair user manoeuvre in/out.
- Small scissor/platform lifts are available for small changes in levels.
- An uncluttered environment with clear walk through spaces.
- A variety of seating low, high, firm, soft arms/no arms to chairs.
- Contrasting colours of crockery to table linen will assist visually impaired guests.
- For wheelchair accessible premises table(s) with clearance under of 650mm to 750mm.
- Toilets serving public rooms and available to the general public should be fully accessible and designed to Part M of the building regulations. They can be unisex if space is limited.

- Also in selected locations, urinals, WC pans and wash hand basins with support rails, will benefit many guests.
- Consider allowing staff to undertake Disability Equality Training.

1.7.4 Recreation, Sport and Leisure

- Provide inclusive rides for those with a mobility impairment.
- Provide family changing rooms.
- The facility to install or provide a pool hoist.
- Provide level fishing platforms with securing mechanisms.
- Consider allowing staff to undertake Disability Equality Training.

1.7.5 Park Grounds and Facilities

- Displaying clear unambiguous signs.
- Highlighting speed bumps.
- Incorporating drop kerbs and tactile markers at crossing points.
- Providing lighting, especially in risk areas.
- Identifying a dog “free run and spend” area.
- The provision of seats at regular intervals and adjacent to park/site features/landmarks.
- Identifying designated pedestrian routes in shared spaces with cars/vehicles.

1.7.6 Caravan Holiday Home, Touring and Camping Pitches

- Whilst it is appreciated that it is not economically viable for all parks to provide a number of dedicated Accessible units within their hire fleets, consideration should be given to more provision of ramped access to the more level sited units.
- Providing a level and firm car parking space alongside units.
- Providing at least one level touring/camping pitch within 50m of any toilet and washing facilities, linked by a level and firm path.

1.7.7 Toilet and Washing Facilities

- Providing non-slip flooring materials and cleaners.
- Providing a unisex WC within 100m of any ‘dedicated accessible pitches’.
- Providing level/ramped entrances with a minimum 800mm door opening.
- Providing support rails to sanitary wear.

- Provide an emergency pull cord connected to an audible/visual external alarm.
- Providing level entry shower cubicles with seat or purpose made shower chair.

For more information regarding access statements, please refer to Section 1.4.

1.8 Minimum Criteria for Holiday, Touring and Camping Parks

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. static and touring caravans, then “Holiday and Touring Park” can be given as a designator. *Whenever the Visit Wales Star grading 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 and Safety at Work
- Fire, Gas and 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

- The Equality Act 2010

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 Visit Wales ‘Code of Conduct’.
3. Provide a Disability Access Statement.
4. The park must have planning permission and a site license, a copy of which should be readily available, if applicable. If no site license 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 Visit Wales 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 Visit Wales 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 and 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. Wardens or Owners 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.
 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.
 21. All toilet facilities should have the following provided:
 - *Toilet roll and holder.*
 - *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 within female facilities at the 4 and 5 star levels.
 25. Shaver sockets to be provided, with mirror adjacent, in all male facility blocks.
 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.

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.

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 re-cycling facility.
33. The park must have suitable fire fighting equipment and warning notices consistent with 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. Smoke Alarm and Carbon Monoxide Detector to be fitted in all letting accommodation (required by 1 January 2014).
36. Minimum Standards for Caravan Holiday-Homes and Chalets for Hire to be met by all letting units. (*Appendix 1 – page 9*).
37. Recommended Inventory of Equipment to be fully met and copy provided within all letting units. (*Appendix 2 – page 9*).

Award Qualifiers
4 Stars ★★☆☆

(All designators if Touring or Camping pitches available.)

- 50% of non-seasonal* Touring pitches to have electric hook-up.
 *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 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	Ladies
1 urinal per 30 pitches	N/A
1 toilet per 30 pitches	2 toilets per 30 pitches
2 basins per 30 pitches	2 basins per 30 pitches
1 bath/shower per 25 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.

Award Qualifiers
5 Stars ★★★★★

(All designators if Touring or Camping pitches available.)

- If the park accepts touring caravans, 100% of non-seasonal* touring pitches to have electric hook-up available.
 *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.
- 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.
- Laundrette.
- 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, organised children’s activities.
- Wi-Fi and/or Internet access/café.

Appendix 1

Visit Wales 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.
17. Smoke Alarm and Carbon Monoxide Detector to be fitted in all letting accommodation.

Appendix 2

Visit Wales Recommended Inventory of Equipment for each Caravan Holiday-Home for Hire:

The accommodation should normally contain the following:-

1 per caravan holiday-home

- Automatic electric Kettle Teapot
- Saucepan and lid (small, medium and large)
- Frying pan
- Colander
- Oven roasting tray
- Baking tray
- Casserole dish
- Carving knife and fork
- Bread knife
- Bread/cake container
- Bread/chopping board
- Fish slice
- Vegetable knife (sharp)
- Tin opener
- Mixing bowl or basin

- Bread/cake plate
- Corkscrew/bottle opener
- Potato peeler
- Ladle
- Grater
- Spoon (plastic or wooden)
- Ice making tray
- Dish cleaning cloth changed for each new let
- Salad bowl
- Place mats per person
- Iron and ironing board either in unit or available on site
- Cleaning agents (washing-up liquid, all purpose cleaner, etc.)
- Potato masher
- Kitchen scissors
- Fruit dish (large)
- Butter dish
- Sugar bowl
- Tray
- Jug (milk)
- Jug (measuring)
- Condiment set (2 piece)
- Washing-up bowl
- Dustpan and brush
- Broom
- Floor cloth
- Pot scourer/dish mop
- Bucket
- Mirror
- Carpet sweeper or vacuum cleaner
- Door mat
- Toilet brush and holder
- Toilet roll and holder
- Non-flammable bins
- Clothes drying facility on site or in each unit
- Oven gloves or mitt
- Spare light bulbs either in unit or available at reception
- Whisk
- Fire blanket/extinguisher (BS approved)

2 per caravan holiday-home for hire

- Tablespoons
- Dusters
- Ashtrays (where smoking permitted)

Per Bed

- 3 blankets or 1 duvet and cover (for winter lettings, or letting very early or late in the season the scale of bedding to be increased and adequate heating provided)
- 2 pillows per person on adult beds
- 1 pillow per person on children's beds

1 per person

- Knife (table and dessert)
- Tea cup and saucer
- Fork (table and dessert)
- Mug
- Spoon (dessert, soup and tea)
- Cereal/soup plate
- Plate (large and small)
- Egg cup
- Tumbler

4 per person

- Coat hangers

1.9 Star Quality Grading Scheme – Guidance for Operators

In preparation for a Quality Assurance visit we would recommend that you have any relevant paperwork to hand (last years grading report for example) together with a note for your own reference of particular issues you would like to discuss with the Quality Advisor.

The Quality Advisor 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 Advisor. 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 Advisor.

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 another look around your Park. Minor routine maintenance issues left unattended can easily give an impression of a property which is less favourable than might be deserved.

Quality Advisors 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 Advisors are sensitive to these factors. The interior layout/size of a reception, for example, is assessed in light of its potential throughput of

visitors and that is dependent on size, 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. However, the grading of the cleanliness of facilities provided must remain constant throughout, and Quality Advisors are not influenced in any way by the location and/or usage of the park, under this item.

Items Missing

If Quality Advisors come across anything which is broken or missing, e.g. children's swings, windows, laundry equipment, fire extinguishers etc. it is 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 Advisor will use judgement, and based upon the history of grading that park and the attention to detail elsewhere on the park, the response will be considered and incorporated into the grading.

Old or New

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

Grading for Next Year

The park grading will be published for the following year. If the park owner/manager informs the Quality Advisor 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 grading assessment.

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 the 'Space, Comfort and Ease of Use' assessment.

Care of the Environment

The Quality Advisor 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.

Award Calculation

As with all other schemes, each aspect of a Park to be assessed will be marked on a scale of 1 to 5 on the basis of innate quality and current condition. These marks are then totalled and from that a percentage score determined. The award confirmed will then be based on that overall percentage, together with consideration of award qualifiers.

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

This research has also shown that guests expect a measure of consistency in all aspects of the park, meaning that each area of the park should, of itself, be of a reasonably comparable standard to the overall Star grade awarded. To ensure this, in addition to the appropriate overall score, minimum standards for each area must be achieved for an award to be confirmed.

Every park is different, and the grading scheme recognises this. Rather than being prescriptive, the scheme incorporates the fact that there are many examples of different types of provision on parks throughout the UK, and 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 Advisors. The marks which are actually awarded are frequently a balance between a number of items or areas. For example, 'Toilet and Washing Facilities Flooring' will include flooring assessed in all facilities of that nature provided on the Park. This could easily add up to two or three different examples of flooring being assessed under the same mark. In such examples the mark will reflect the typical guest's experience. If three out of five different 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 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 Assurance award.

It is also important to remember that visitors choose Parks for a variety of reasons to suit a variety of purposes. The Visit Wales Quality Assurance award will support and independently endorse market focussed promotional activity at any quality level.

2.0 Aspects Considered in the Quality Assessment

Cleanliness

- Reception
- Shop
- Bar, Club, Restaurant and Take-Aways
- Launderette, Drying Room
- Public Toilets, Accessible Bath/Shower Room, Family and Baby Change Facilities
- Recreation and Leisure
- Campers Kitchen and Dining, Picnic Tables, BBQs,
- Park Grounds
- Refuse and Recycling Areas
- Toilet and Shower Facilities (Male)
- Toilet and Shower Facilities (Female)
- 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.

- Exterior/Frontage
- Décor and Flooring
- Fixtures, Fittings and Furnishings
- Lighting
- Space, Comfort and Ease of Use
- Tourist Information
- Welcome and Arrival Procedures and Guest Arrival Information

Park Facilities

Shops

- Exterior/Frontage
- Décor and Flooring
- Fixtures and Fittings

- Lighting
- Space, Comfort and Ease of Use

Bar, Clubs, Restaurants and Take-Aways

- Exterior/Frontage
- Décor and Flooring
- Fixtures, Fittings and Furnishings
- Lighting, Heating and Ventilation
- Space, Comfort and Ease of Use

Laundrette and Drying Room

- Exterior/Frontage
- Décor and Flooring
- Lighting and Ventilation
- Fixtures and Fittings
- Equipment
- Space, Comfort and Ease of Use

Recreation, Sport and Leisure

- Exterior/Frontage
- Facility (indoors)
- Equipment (indoors)
- Layout and Ease of Use (indoors)
- Facility (Outdoors)
- Equipment (Outdoors)
- Layout and Ease of Use (Outdoors)

Park Grounds and Facilities

- Lighting
- Signage
- Fire Points
- Road Surfaces and Paths
- Refuse Disposal and Recycling Provision
- Picnic Tables, Outdoor Seating, BBQ's, Campers Kitchen and Dining
- Landscaping
- Ancillary or Unused Buildings Maintenance
- Grounds Maintenance
- Park Layout
- Car Parking and Late Arrival Facility

Caravan Holiday Homes and Seasonal Touring Caravans

CHH and Seasonal Caravans (non-letting)

- Exterior
- Pitch Layout and Spacing
- Pitch Quality and Maintenance
- Pitch and Service Connections

CHH Letting Fleet External aspects

- Exterior
- Pitch Layout and Spacing
- Pitch Quality and Maintenance
- Pitch and Service Connections

Toilet and Washing Facilities

- Exterior/Frontage
- Décor
- Flooring
- Lighting
- Heating and Ventilation
- Fixtures, Fittings and Sanitary Ware (WC's and Basins)
- Fixtures, Fittings (Showers)
- Space, Comfort and Ease of Use

Touring, Motorhome and Camping Pitches

- Pitch Layout and Spacing
- Pitch Quality and Maintenance
- Electric Hook-ups
- Water Points and Grey Water Disposal
- Chemical Waste Disposal Points
- Motor Vehicle Waste Disposal Points (MVWDP)
- Washing-up Facilities

In each of the above aspects, the Quality Advisor 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 Assurance award.

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

The following sliding scale indicates examples of quality, which may be in evidence, in order to achieve the various levels of quality (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 check list of criteria to indicate quality.

It is very important to note that the guidance absolutely does not indicate that if a specific example is given, anything else will not necessarily achieve such a mark.

The examples given are frequently cumulative in the sense that, for example, a description given for a mark 4/5 will include an element of building on examples previously given for lower marks.

Quality score 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 outstanding need for immediate repair and maintenance. A quality score of 1 is more likely to be reflective of current condition than innate quality.

Quality score 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 and there will be a high standard of cleanliness. A quality score of 2 is more likely to be reflective of current condition than innate quality.

Quality score 3

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

Quality score 4

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

Quality score 5

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

2.1 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.

2.1.1 Cleanliness

Applicable to the following areas, if present:

- Reception
- Shop
- Bar, Club, Restaurant and Take-Away's
- Laundrette, drying room
- Public toilets. Accessible bath/shower room, family and baby change facilities
- Recreation and Leisure
- Campers' kitchen and dining, picnic tables, BBQs
- Park grounds
- Refuse and recycling areas
- Toilet and Shower facilities (Male)
- Toilet and Shower facilities (Female)
- Touring Facilities

Quality Indicators

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 award 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 an award to be sustained on future assessments. May lack some attention to detail at higher 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 overflowing 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 of all areas for example specific closing times for toilet blocks, 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, or blown bulbs. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault.

2.1.2 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
- Shops
- Bars, Clubs Restaurants and Take-Away's
- Laundrette and Drying Room
- Recreation, Leisure and Sport
- Ancillary and Unused Buildings Maintenance

Quality Indicators

Mark 1 (Acceptable) for example:

- Likely to be in clear need of some attention and showing extensive weathering in places
- Doors might be damaged and/or require maintenance.
- There may be broken or cracked windows, weathering to sills and lintels, poorly maintained fascia boards, rusting downpipes, flaking or stained paintwork and guttering.

- Missing or broken roof covering, tiles or slates.

Mark 2 (Quite Good) for example:

- All principal aspects of the exterior of the building in a generally quite 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 a 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.
- Slight build-up of moss or lichen.
- All woodwork to be in sound order with no sign of damage or rotting.
- Paintwork to be in good condition, no serious flaking or staining.
- Wooden clad buildings to be well maintained, perhaps with minor weathering obvious only.
- Non-standard construction buildings to be of a very good appearance.

Mark 4 (Very Good) for example:

- An overall very good 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 detractors 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, may be of particular architectural interest and in keeping with the environment.
- Attention to detail will be evident in the presentation of all aspects of the building
- Walls and roof should be in outstanding condition.

- No evidence of any accumulation of moss or lichen unless part of the design and style of the building.
- Immaculate paintwork with no damage or wear evident.
- Door furniture that is of the highest quality and condition.

2.1.3 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 toilet facilities accessed via the applicable areas.

Applicable to the following areas, if present:

- Reception
- Shops
- Bars, Clubs Restaurants and Take-Away's

Quality Indicators

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, some wear and stains evident but not extensive, badly rucked carpeting, inappropriate patching.
- Very modest quality flooring e.g. thin vinyl.
- Wood flooring in a serviceable and safe condition but heavily scarred with poor condition or no finish.
- Ceramic flooring 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.
- Plain painted walls, may be on uneven surfaces but generally in good order with no major flaking or wear and tear obvious.

- 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.

Mark 3 (Good) for example:

- Décor of a good overall standard, perhaps minor signs of wear but not significant.
- Functional décor but fresh looking and well maintained.
- DIY effectively done but without a 'professional' finish.
- Wall tiling which may be of relatively modest quality and execution but in sound order.
- May be breeze or concrete block walls with fresh paint in good condition.
- Likely to be some pictures, photos or other artefacts used to enhance décor.
- Well fitted, very good quality carpet or vinyl.
- 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.
- Tile flooring to be in very good condition, perhaps non-slip surface and with minor damage evident only.

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.
- Some use of wood panelling or wall boarding where appropriate and in 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.
- Painted concrete floor 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.

2.1.4 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 toilet 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-Away's

Quality Indicators

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 mismatch 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 considerable visible 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 quite good standard with minimal signs of ageing or rusting.

Mark 3 (Good) for example:

- Good quality fixtures, fittings and furniture showing few signs of wear and tear.
- 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.
- Reception desk or counter to be of a good quality and condition, may be either custom built or free standing.
- 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 industrial shelving with slight rust/wear.

Mark 4 (Very Good) for example:

- High quality fixtures, fittings (including light fittings) and furniture, not necessarily new.
- Reception desk/counter to be high quality and of a very good construction and appearance. Probably bespoke at this level.
- Comfortable easy seating, if provided, to be of a very good standard.
- 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.

Mark 5 (Excellent) for example:

- High quality fixtures and fittings and furniture that have been professionally fitted.
- Furniture, fixtures and fittings should all be in excellent condition.
- 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.

2.1.5 Lighting, Heating and Ventilation

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

Applicable to the following areas, if present:

- Reception
- Shops
- Bars, Clubs Restaurants and Take-Away's

Quality Indicators

Mark 1 (Acceptable) for example:

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

Mark 2 (Quite Good) for example:

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

Mark 3 (Good) for example:

- Florescent lighting with a diffuser giving an even distribution of light.
- All bulbs to have an appropriate shade or cover. No bare bulbs.
- Good levels of effective lighting in all areas.
- Efficient task lighting provided, e.g. above bars, tills, point of sale stations.
- Good level of heating in all areas.
- Effective ventilation appropriate to area, e.g. forced extraction in hot food outlets and toilet facilities.

Mark 4 (Very Good) for example:

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

Mark 5 (Excellent) for example:

- May feature recessed multi-fluorescent tubes in reflector boxes.
- Multiple recessed down-lighters, effective and high quality.
- Excellent and efficient task lighting where applicable.
- 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.
- Totally effective and efficient ventilation.

2.1.6 Space, Comfort and Ease of Use

Layout and design of public areas including consideration of size relative to normal usage and customer flow. This includes consideration of customer toilet 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-Away's

Quality Indicators

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 potential adverse impacts.
- 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.
- Entrances/exits should be easy to negotiate.
- Aisles of comfortable width in retail areas and in front of bars.
- Good customer flow.

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:

- All areas should be designed for a high level of visitor comfort and ease of use.
- Well lit facilities where significant efforts have been made to make the environment attractive and well presented.

- 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 or bars and clubs areas.
- Excellent customer flow even when busy.
- All goods attractively, appropriately and professionally displayed.

2.2 Reception and Reception Services

2.2.1 Exterior/Frontage

(See 2.1.2, page 14)

2.2.2 Décor and Flooring

(See 2.1.3, page 15)

2.2.3 Fixtures, Fittings and Furnishings Décor and Flooring

(See 2.1.4, page 16)

2.2.4 Lighting

(See 2.1.5, page 17)

2.2.5 Space, Comfort and Ease of Use

(See 2.1.6, page 18)

2.2.6 Tourist Information

Presentation, availability and range of all brochures, leaflets etc providing information on attractions in local area. Personal input to such information, details of local services banks, shops etc.

Quality Indicators

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. 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 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 menus from local establishments and guides to attractions or recommendations.
- Excellent access to the majority of the information.

Mark 5 (Excellent) for example:

- 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.
- Available to guests 24 hours.
- 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 WiFi.
- All information to be clearly and neatly displayed and kept up to date.

2.2.7 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.

Quality Indicators

Mark 1 (Acceptable) for example:

- Brief verbal information.
- Basic photo copy site plan handed to guests on arrival.
- Site plan perhaps not accurate or slightly out of date, although 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 and 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.
- If appropriate, new arrivals may be escorted to touring pitch or unit on request.
- New arrivals maybe escorted to pitch.

Mark 5 (Excellent) for example:

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

2.3 Park Facilities: Shops

2.3.1 Exterior/Frontage

(See 2.1.2, page 14)

2.3.2 Décor and Flooring

(See 2.1.3, page 15)

2.3.3 Fixtures, Fittings and Furnishings Décor and Flooring

(See 2.1.4, page 16)

2.3.4 Lighting

(See 2.1.5, page 17)

2.3.5 Space, Comfort and Ease of Use

(See 2.1.6, page 18)

2.4 Park Facilities: Bars, Clubs, Restaurants and Take-Aways

2.4.1 Exterior/Frontage

(See 2.1.2, page 14)

2.4.2 Décor and Flooring

(See 2.1.3, page 15)

2.4.3 Fixtures, Fittings and Furnishings Décor and Flooring

(See 2.1.4, page 16)

2.4.4 Lighting

(See 2.1.5, page 17)

2.4.5 Space, Comfort and Ease of Use

(See 2.1.6, page 18)

2.5 Park Facilities: Launderette and Drying Room

2.5.1 Exterior/Frontage

(See 2.1.2, page 14)

2.5.2 Décor and Flooring

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

Quality Indicators

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 very 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.

2.5.3 Lighting and Ventilation

Lighting, and ventilation levels throughout the facility.

Quality Indicators

Mark 1 (Acceptable) for example:

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

Mark 2 (Quite Good) for example:

- Sufficient lighting in most areas for comfortable use although some areas may not be well lit.
- Bare fluorescent tubes providing a good level of light.
- Louvered window for ventilation.

Mark 3 (Good) for example:

- Fluorescent tubes and diffusers sited so as to provide effective lighting throughout the facility.
- All dryers with fixed external ventilation.
- 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 excellent 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 a sensor e.g. PIR.
- Fully ventilated facility.

2.5.4 Fixtures and Fittings

Quality and condition of all fixtures and fittings including hooks, seats, worktops, light and heat fittings, washing baskets. (Where provided these will be considered, this does not suggest they must be present).

Quality Indicators

Mark 1 (Acceptable) for example:

- Light fittings showing age or rusting.
- Light fitting operational but may have broken shade or cover.
- Shelving/worktops to be in an 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, worktops and sinks all 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 perhaps recessed halogen down-lighters or low energy lighting on sensors. All fittings to be in excellent condition.
- Where provided additional fixtures should be of excellent intrinsic quality with no signs of wear.

2.5.5 Equipment

Quality and condition of all laundry equipment provided including washing, spinning and drying machines, ironing facilities and mangles (Where provided these items will be considered, this does not suggest they must be present).

Quality Indicators

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 quite 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 very good order possibly of a more modest quality.

Mark 4 (Very Good) for example:

- Commercial equipment in very good condition.
- Domestic equipment condition should be in very good condition.
- Slight wear to some equipment.
- Very good quality 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.

2.5.6 Space, Comfort and Ease of Use

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

Quality Indicators

Mark 1 (Acceptable) for example:

- Access to machines and equipment adequate but awkward.
- Confined space and access easily compromised if used by many people using the facility at the same time.

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.

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 including suitable flat surface space for folding laundry.

- Easy access to all equipment even when facility is busy.

2.6 Recreation, Sport and Leisure

2.6.1 Exterior/Frontage

(See 2.1.2, page 14)

2.6.2 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.

Quality Indicators

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 not 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 may show some wear.
- 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 and undamaged.
- High quality evident throughout the facility.

Mark 5 (Excellent) for example:

- Excellent standards evident throughout all aspects of the facility.

2.6.3 Equipment (Indoors)

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

Quality Indicators

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.

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.
- Signs of wear or ageing.
- Equipment may be in very good condition but may show some wear.

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

2.6.4 Layout and 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 toilet changing and viewing facilities accessed via the applicable areas.

Quality Indicators

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

2.6.5 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.

Quality Indicators

Mark 1 (Acceptable) for example:

- Worn, weedy or unkempt play and 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.

2.6.6 Equipment (Outdoors)

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

Quality Indicators

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.

2.6.7 Layout and 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.

Quality Indicators

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:

- A 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.

2.7 Park Grounds and Facilities

2.7.1 Lighting

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

Quality Indicators

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 in generally of 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.

2.7.2 Signage

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

Quality Indicators

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 theming.

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.

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.

2.7.3 Fire Points

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

Quality Indicators

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:

- Fire 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.

Mark 4 (Very Good) for example:

- Fire points of mixed styles but overall in very good condition.
- Older boxes but freshly painted.
- 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.

2.7.4 Road Surfaces and Paths

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

Quality Indicators

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.

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 of road within the park is in less than excellent quality and condition.

2.7.5 Refuse Disposal and Recycling Provision

All provisions for refuse disposal. Wheelie bins, dustbins, skips and '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.

Quality Indicators

Mark 1 (Acceptable) for example:

- Minimal provision.
- 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.
- Minimal recycling provision.
- Single re-cycling point (especially larger parks).
- Little or no recycling on site with no direction for local provision.

Mark 2 (Quite Good) for example:

- 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.
- Re-cycling for at least glass and cans.
- Basic recycling for one or two materials at convenient location(s).

Mark 3 (Good) for example:

- 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 for a selection of three or more materials at the main compound(s) on the park.
- Otherwise, directions to nearest recycling location clearly displayed in main information area or reception.

Mark 4 (Very Good) for example:

- 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.
- Typically recycling for four or more materials at the main compound(s) on the park.
- If no recycling on the park then clear signage on all refuse areas to nearest point and recycling policy.

Mark 5 (Excellent) for example:

- Effective effort to make compounds/enclosures as attractive as possible.
- 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 re-cycling available then clear signage and active encouragement to re-cycle should be in evidence with a formal policy in place.

2.7.6 Picnic Tables, Outdoor Seating, BBQ's, Campers Kitchen and Dining

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).

Quality Indicators

Mark 1 (Acceptable) for example:

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

Mark 2 (Quite Good) for example:

- An otherwise quite 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 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 splash-back. Lit with low- energy bulbs. Bench seating and well ventilated.
- Cooking shelters of a high standard, spacious, well designed and attractive to use.
- Barbecue facilities designed and maintained to an excellent standard throughout.
- High quality picnic benches/furniture could be high quality hand finished products or recycled materials.

2.7.7 Landscaping

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

Quality Indicators

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.

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 as 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.

2.7.8 Ancillary or Unused Buildings Maintenance

(See 2.1.2, page 14)

2.7.9 Grounds Maintenance

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

Quality Indicators

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 quite good overall state of maintenance.

Mark 3 (Good) for example:

- Grass well cut but cuttings may be evident.
- 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.

2.7.10 Park Layout

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

Quality Indicators

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.
- Exceptional overall park design.

2.7.11 Car Parking and Late Arrival Facility

The provision, quality and maintenance of any parking facility other than 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.

Quality Indicators

Mark 1 (Acceptable) for example:

- Minimal and informal facility.
- Considerable weed growth or signs of general neglect.
- Insufficient general 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 is 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.

2.8 Caravan Holiday Homes and Seasonal* Touring Caravans

*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.

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

- Caravan Holiday Homes and Seasonal Caravans (Privately owned)
- Caravan Holiday Homes Letting Fleet (External aspects)
- Touring, Motorhome and Camping pitches

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 (ref aspect 2.8.1 only).

2.8.1 Exterior

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

Quality Indicators

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 noticeably older units maintained to a quite good standard.
- Some rusting of A-frames.
- Extensive heavy moss or lichen growth on some units.

Mark 3 (Good) for example:

- Could be sheet aluminium in good condition.
- May only feature single glazing.
- Majority of units giving a clean, well maintained impression.

Mark 4 (Very Good) for example:

- Could be 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:

- May feature timber (real) exterior in excellent condition.
- Fully screened using high quality material or some form of screening to hide unsightly pipe-work.
- All units on the site uniformly maintained to at least an excellent standard.

2.8.2 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 2.8.2 only).

Quality Indicators

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.

Mark 3 (Good) for example:

- Staggered rows although mostly 6 meter 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 ups which are inconveniently located to pitches.

Mark 4 (Very Good) for example:

- Staggered rows.
- Many pitches with generous spacing well in excess of legal minimum.
- Electric hook ups conveniently located to pitches with no long cable runs. Could be 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:

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

2.8.3 Pitch Quality and 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 2.8.3 only).

Quality Indicators

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 quite good condition.
- No indication of attempts being made to repair ground between use, e.g. bare patches of grass from longer term occupation of pitch.
- Basic CHH pitches with weed growth around and under caravans.
- Limited or awkward parking provision.

- Surface of path or parking liable to become muddy in extreme weather conditions.

Mark 3 (Good) for example:

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

Mark 4 (Very Good) for example:

- Almost all pitches, bases 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 surfaces.

Mark 5 (Excellent) for example:

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

2.8.4 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 2.8.4 only).

Quality Indicators

Mark 1 (Acceptable) for example:

- Exposed gas bottles
- Unsightly 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 where permissible.
- 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, where permissible, to an excellent standard.

2.9 Caravan Holiday Homes Letting Fleet External Aspects

2.9.1 Exterior

(See 2.8.1, page 29)

2.9.2 Pitch Layout and Spacing

(See 2.8.2, page 30)

2.9.3 Pitch Quality and Maintenance

(See 2.8.3, page 30)

2.9.4 Pitch and Service Connections

(See 2.8.4, page 31)

2.10 Toilet and Washing Facilities

2.10.1 Exterior/Frontage

(See 2.1.2, page 14)

2.10.2 Décor

All aspects of wall and ceiling finishes throughout all facilities.

Quality Indicators

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 tile work.

- 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.

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.

2.10.3 Flooring

Flooring and floor finishes throughout all facilities.

Quality Indicators

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 quite good or good quality but now 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 relatively modest quality with no cracked tiles or damage.
- Concrete floors will be well painted with little sign of wear.
- Quarry tiling with some cracked or damaged grouting.

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.

2.10.4 Lighting

General levels of lighting and light quality throughout all facilities. Task lighting where required.

Quality Indicators

Mark 1 (Acceptable) for example:

- Lighting at a minimal functional level for safe and practical use but little more.
- Bare fluorescent tubes or bulbs.
- 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) for example:

- Florescent 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.
- May feature recessed multi fluorescent tubes in reflector boxes or high quality recessed down-lighters offering an excellent level of lighting.

2.10.5 Heating and Ventilation

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

Quality Indicators

Mark 1 (Acceptable) for example:

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

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.
- Ideally forced ventilation above all shower cubicles and within the toilet area, which may be activated on both PIR or humidity detectors and will be fully effective.

2.10.6 Fixtures, Fittings and Sanitary Ware (WCs and Basins)

Quality and condition of all WC's and basins and associated sanitary ware. Quality and condition of light and heating fittings and accessories including mirrors, hair dryers, hand dryers, soap dispensers etc. Everything within the toilet and washing cubicle are included here including the partitions if applicable.

Quality Indicators

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 ancillary fittings showing signs of ageing, rusting and/or wear.

Mark 2 (Quite Good) for example:

- Fittings of a quite good quality but may be dated or worn.
- Mixed fittings.
- Plastic cisterns.
- Low quality mirrors.
- Push button basin taps with no run-on after operation.
- Cubicle partitions showing some signs of age and wear, or of modest quality.
- Light and heat fittings being of a good quality although showing age and wear.

Mark 3 (Good) for example:

- Solid, matching, good quality and well-fitted appliances throughout.
- Co-ordinated sanitary ware.
- Good water flow and pressure.
- Push button basin taps with short time delay.
- Cubicle partitions being in good order.
- Fittings, although not as new, remain in good overall 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, excellent flow and temperature, generous time delay.
- Cubicle partitions being in very good order.
- Fittings of a very good standard and well maintained.

Mark 5 (Excellent) for example:

- Full size washbasins.
- High quality sanitary ware throughout.
- Mirrors all in pristine condition and of a high quality.
- Easy to use responsive controls.
- Excellently maintained cubicle partitions.
- Fittings all of very high quality and in the best of condition.

2.10.7 Fixtures, Fittings and Sanitary Ware (Showers)

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

Quality Indicators

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

Mark 4 (Very Good) for example:

- May offer temperature control by guest.
- Powerful, fully effective water flow.
- All controls fully functional and effective.
- Waterproof cubicle partitions being in very good order.
- Non slip flooring/shower bases or trays.
- High quality shower curtains in very good condition that are fully effective.
- May be push button shower and a high quality fixed head with extended time delay.

Mark 5 (Excellent) for example:

- Waterproof 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).

2.10.8 Space, Comfort and Ease of Use

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

Quality Indicators

Mark 1 (Acceptable) for example:

- Useable 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.
- Wash basins 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.

2.11 Touring, Motorhome and Camping Pitches and Facilities

2.11.1 Pitch Layout and Spacing

(See 2.8.2, page 30)

2.11.2 Pitch Quality and Maintenance

(See 2.8.3, page 30)

2.11.3 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.

Quality Indicators

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 electric hook-ups which are leaning.
- Some lichen or moss growth and/or discolouration of the 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. Some may feature where appropriate and permissible integral light.
- All points weed free and visibly well maintained.

Mark 5 (Excellent) for example:

- Excellent quality hook-ups, which may feature integral light and RCD/overload breakers.
- The highest quality housings and hook-up facility consistently used throughout the park.
- All hook-ups in immaculate condition.

2.11.4 Water Points and Grey Water Disposal

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

Quality Indicators**Mark 1 (Acceptable) for example:**

- Most water points appearing neglected and it is apparent that the point is not being regularly serviced e.g. dripping taps or leaky joints.
- 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 or soak-away.
- Poor water flow/pressure.

Mark 2 (Quite Good) for example:

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

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 ideally via a drain or effective soak-away.
- 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.

2.11.5 Chemical Waste Disposal Points

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

Quality Indicators**Mark 1 (Acceptable) for example:**

- Only a drain or manhole is available.
- A number of aspects are damaged.
- 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 quite good but has difficult access, high steps etc.
- Facility is otherwise quite 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 and well marked.

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.

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 sanitizer).

2.11.6 Motor Vehicle Waste Disposal Points (MVWDP)

The quality, condition and maintenance of the facility.

Quality Indicators**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.

- Means available to clean the immediate area.
- An impermeable surface of a fully effective size is provided but may have some cracks or damage apparent.

Mark 3 (Good) for example:

- Maybe 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 motor homes.
- 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.

2.11.7 Washing-up facilities

The provision of formal 'pot washing' areas in terms of quality, presentation and ease of use.

Quality Indicators**Mark 1 (Acceptable) for example:**

- Use and purpose of the facility is not indicated e.g. 'Pots and Pans Only' or similar
- Basic facility, minimal provision of sink and water supply.
- No hot water is provided.
- The facility is functional and usable but of limited quality.

Mark 2 (Quite Good) for example:

- May be an indoor facility but in modest condition, lacking ventilation, lighting 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:

- May be within a multi use facility such as laundry.
- 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, waste bins provided or adjacent to facility, waterproof wall boarding or tiled splash-back, a good layout enabling comfortable use, floor area which is washable and easy to keep clean.

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, fully enclosed facility, well lit with excellent task lighting to all areas, 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.

3.0 Code Of Conduct

The proprietor/management is required to undertake and observe the following Code of Conduct:

- To have Public Liability insurance or a comparable arrangement and to comply with all applicable planning, safety and other statutory obligations in force.
- To maintain acceptable standards of guest care and service appropriate to the type of establishment.
- The business must achieve a high standard of cleanliness which must be consistent throughout all areas of the property.
- To accurately describe in any advertisement, brochure or other printed or digital

marketing content/media the facilities and services provided.

- To make clear to guests exactly what is included in all processes and procedures quoted including taxes and any other surcharges. Details of charges for additional services/facilities must also be made clear at time of booking.
- To give a clear statement of policy on cancellations to guests at the time of booking i.e. by telephone, email as well as information given in a printed format.
- To adhere to and not to exceed prices quoted at the time of booking for accommodation, entry fees and other services.
- To advise guests at the time of booking and subsequently of any change, if the accommodation is offered in an unconnected annex or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment.
- To give guests on request details of payments due and a receipt, if required.
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from guests.
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the guests.
- To give due consideration to the individual requirements of guests with disabilities and to make suitable provision where applicable.

4.0 Conditions for Participation

Establishments participating in Visit Wales schemes are required to:

- Observe the Visit Wales Code of Conduct.
- To allow a representative from or on behalf of Visit Wales to have reasonable access to the business, on request, to ascertain that the requirements of "Assessed" status and "Code of Conduct " are being fully observed.
- Provide an access statement/accessibility guide.
- All businesses must meet their Statutory Obligations.
- Any business offering accommodation to Department for Work and Pensions residents or operating as a refuge hostel cannot participate in the scheme.

5.0 Change of Ownership

When an establishment is sold, the existing rating cannot be transferred to the new owner. The new owner is required to make an application for participation in the Visit Wales star grading scheme.

6.0 Signage

Signage, Certificates and Electronic Logos.
Where an establishment, for whatever reason, ceases to participate in the Visit Wales Quality grading scheme applicable to their type of business, then all relevant display signs/ certificates and Visit Wales associated logos and text on printed material must be removed immediately. Failure to observe these conditions will result in the establishment becoming ineligible to display or use the Visit Wales endorsement in anyway whatsoever.

7.0 What To Do If You Disagree With The Star Rating Given

If you feel you have reason to disagree with the Star rating given to your property, or disagree with certain aspects of the Quality Assessor's report, then please get in touch with us as soon as possible after you receive your written report.

You can telephone our Aberystwyth team on 0845 0108020 or email us at quality.tourism@gov.wales and we will try to resolve your concerns.

Alternatively, you may wish to write to us at:

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

OGL

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