

Click to see the [Quality Assurance guidance](#) and [criteria](#) notes for Camping and Caravan Parks.

Click to view the current [Scottish Government advice and guidance](#) for reopening and operating your business.

Click to view the [British Holiday & Home Parks Association guidance](#) for your sector.

Considerations from the VisitScotland Quality Assurance Grading Scheme for Camping and Caravan Parks

*The following guidance refers to additional considerations for camping and caravan park businesses, **specifically** with regards to achieving high standards within the Quality Assurance Scheme for this designator whilst implementing temporary Covid19 measures. Please remember to advertise your [Quality Assurance](#) logo and [We're Good to Go](#) mark – both are ways to reassure the visitor and show that you adhere to national standards.*

Pre-Arrival: Ease of Use and Information Provision

- There must be clear information on your website informing potential customers which facilities on your park are available. There is no pressure to open any blocks of shared facilities if you feel it is not safe to do so or cannot ensure customer safety. If the facilities are closed, expectations for visitors in self-contained camper vans or caravans must be clearly explained
- If you have signed up to the 'We're Good to Go' scheme, that should be clearly displayed on your website, VisitScotland.com listing and on signage around the park. A risk assessment and cleaning schedule should be available upon request
- If the facilities blocks, reception, bar, restaurant, play areas and other leisure facilities are open, there needs to be clear instructions for the number of people allowed in, opening times, etc.
- Online booking and contactless payment should be in place and customers should be given a designated pitch with clear instructions on how to find it without having to speak to a member of staff. All pitches need to be clearly numbered
- If customers have booked a caravan holiday home, they should be informed if they have to take their own bedding, towels, etc, and be supplied with an up to date inventory for the caravan holiday home

Arrival Signage

- Clear directional signage is recommended and a one-way system in place to ensure that customers can easily find their pitch or holiday caravan

Staff: Hospitality and Friendliness

- Ensure that customers can easily contact you once they are on site and send them a follow up email, text or phone call once they have arrived to see that they have settled in

- If the reception, bar, restaurant facilities are open, and staff are wearing face masks, they should always make eye contact to ensure that customers know they have been acknowledged

Staff: Service and Efficiency

- Ensure that all cleaning schedules are strictly adhered to to ensure customer confidence using shared toilet/shower facilities blocks

Visitor Flow Management

- If queuing is required for responsible physical distancing, ensure the spaces are clearly marked out and that it is easy for customers to navigate their way around. This includes the reception area, bar & restaurant area, where applicable
- It may not be possible to have a one-way system in place in a toilet/shower block, but screening and physical distancing markers should be used where applicable

Dispensation/Allowances

*In order to comply with Government Guidance, some temporary Covid-19 measures will appear to be contrary to certain criteria elements and quality scoring considerations under normal operation of the Quality Assurance (QA) Scheme. Please note that **dispensation will be given for any QA elements which would be out-with Government guidance, and these elements will be obsolete until such time that normal operation can resume.***

If you have any questions about Quality Assurance, or would like to speak to one of our expert Quality & Tourism Advisors, please make contact via business.advice@visitscotland.com