

VISITSCOTLAND QUALITY STANDARD

for

**HOLIDAY, TOURING AND CAMPING PARKS
(2013)**



CRITERIA FOR HOLIDAY, TOURING AND CAMPING PARKS (2013)

DESIGNATORS:

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

- 'Holiday Park'
- 'Small 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.”
- **Small Holiday Park** - “A designated or licensed park with permanently sited caravan holiday homes for hire or private use. Usually the park will have a maximum of 100 pitches”
- **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.”

All above designators:

General Requirements:

1. STATUTORY OBLIGATIONS

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

- **Safety**
 - Health & Safety at Work
 - Fire, Gas & Electrical Safety
 - Electrical Appliance Testing
 - Product Safety
 - British Standards applying to items such as cots, high chairs and play pens.
- **Park/Site**
 - Planning Permission
 - Caravan Sites and Control of Development Act 1960 (as amended)
 - Site licence
 - Private Water Supplies
 - Housing
 - TV Licensing
 - Re-sale of Electricity and Gas regulations
- **Discrimination (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 VisitScotland 'Code of Conduct'. (See *Appendix 1*)
 3. The park must have planning permission and a site licence, a copy of which should be readily available, if applicable. If no site licence is applicable, documentary evidence confirming proof of exemption may be required.
 4. The park must have a minimum of six pitches
 5. The park must be open for a minimum of at least 4 consecutive months each year.
 6. All caravan holiday homes for hire on the park must comply with European Standard EN 1647 or the British Standard BS 3632, the VisitScotland Minimum Standard and be of a proprietary make.
 7. The park operator must be capable of arranging or carrying out repairs to caravans and equipment.
 8. 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 VisitScotland 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.*

9. A proprietary first-aid kit must be readily available.
10. Emergency notices must be prominently displayed giving details of:
 - 24 hour emergency park contact
 - Location and telephone numbers (including 999) for:
 - Police
 - Doctor
 - Dentist
 - Fire & Rescue
 - Local hospital
 - Other relevant local emergency services e.g. HM Coastguard or Mountain Rescue
11. 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.
12. 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.

13. Tourist information to be provided including details of nearest shops, cash machines and local attractions

Toilet and Shower Facilities:

14. If the park/site offers any touring or camping pitches, Toilet and Shower facilities must be provided at all times when the park is open.
(An exception may be made at the discretion of VisitScotland)
15. All toilet and shower facilities must be adequately lit, internally and externally, during the hours of darkness whilst the park is open.
16. All shower facilities must have sufficient lighting, natural or artificial, for safe usage at all times.
17. An adequate supply of hot and cold water must be available in all 'in use' shower and toilet blocks at all reasonable times.
18. All shower and toilet facilities in use during the period 1st October to 31st March must be provided with adequate heating.
(Lead-in time up to 2016 is available where this facility is not currently provided)
19. 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.
20. 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
21. 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
22. Hair drying facilities to be provided, as a minimum, in female facilities
23. Shaver sockets to be provided, with mirror adjacent, in all male facility blocks.
24. 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.
25. Where accessible shower and toilet facilities are provided they must be of a comparable facility range and quality to other shower and toilet facilities on the park.

Site Facilities:

26. 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.
27. 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.
28. 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.
29. All facilities open during the hours of darkness (e.g. bars, clubs, amusement arcades) to have adequate external lighting.
30. Adequate provision for refuse disposal must be made. Wherever practicable this should include some degree of re-cycling facility.
31. The park must have suitable firefighting equipment and warning notices consistent with current statutory obligations.
32. Parks providing any touring or camping pitches must provide suitable chemical waste disposal facilities unless specifically prohibited by the terms of the site licence or other requirement of the local authority.
33. Minimum Standards for Caravan Holiday-Homes for Hire to be met by all letting units (*Appendix 3*)
34. Smoke Alarm and carbon monoxide detector to be fitted to all letting accommodation under the park's direct control
(*Lead-in to 1.1.2014 available*)

Award Qualifiers:

4 Stars:

(All designators if Touring or Camping pitches available)

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

(A lead-in time of 3 years can be agreed with VisitScotland where this facility is not currently provided)

**A "seasonal" pitch is one which is let at a fixed price to a single touring caravan owner for his 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	2 toilets per 30 pitches
1 toilet 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.

(A lead-in time of 3 years can be agreed with VisitScotland where these ratios are not currently provided)

5 Stars:

(All designators if Touring or Camping pitches provided)

- If the park accepts touring caravans, 100% of non-seasonal* touring pitches to have electric hook-up available

(A lead-in time of 3 years can be agreed with VisitScotland where this facility is not currently provided)

**A "seasonal" pitch is one which is let at a fixed price to a single touring caravan owner for his 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
- Laundrette
- Kids Club, organised children's activities
- Wi-Fi and or Internet access/café

SUSTAINABILITY AND QUALITY ASSURANCE

Recognising the business benefits of operating in a sustainable way, and that **94% of Holiday Parks** are already implementing 10 or more sustainability actions, **we will be including sustainability actions as a minimum standard in our Quality Assurance schemes from autumn 2014 onwards.**

Holiday Parks will be required to undertake 10 out of 30 sustainability actions, recognising that a very high proportion of businesses are already achieving this minimum standard.

Please note that it will be taken into account if aspects of your business (e.g. listed building, location) do not allow for certain actions to be undertaken.

It is important to note that the number of sustainability actions undertaken will not affect your quality grading in any way. Our focus has been, and will continue to be, on providing advice and support on sustainability actions and the benefits of becoming more sustainable.

For more details and a list of the 30 sustainability actions that will be reviewed, please see the [Sustainability and QA page](#) on visitscotland.org

For more information on actions you could undertake, case studies, and further advice and support please see VisitScotland's [Sustainable Tourism web pages](#).

Telephone: 01463 244111

Email: customerservices@visitscotland.com

http://www.visitscotland.org/business_support/quality_assurance.aspx

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APPENDIX 1

Code of Conduct

The Code of Conduct applies to holiday parks and proprietors of caravan holiday-homes.

In addition to fulfilling its statutory obligations, holding Public Liability insurance, and ensuring that all caravan holiday-homes for hire are maintained in sound and clean condition and are fit for the purposes intended, the management undertakes to observe the following Code of Conduct:-

1. To ensure high standards of courtesy and cleanliness; catering and service appropriate to the type of park and/or the caravan holiday-homes.
2. To describe fairly to all visitors and prospective visitors the amenities, facilities and services provided by the park and/or caravan holiday-homes whether by advertisement, brochure, word of mouth or any other means. To allow visitors to see the park or caravan holiday-homes for hire, if requested, before booking. To present grading awards and/or accessible awards and/or any other national tourist board award initiatives unambiguously and in accordance with the conditions appertaining to scheme membership.
3. To make clear to visitors exactly what is included in prices quoted for the park or caravan holiday-homes, meals and refreshments, including service charge, taxes and other surcharges. Details of charges, if any, for heating or for additional services of facilities available should also be made clear.
4. To adhere to, and not to exceed, prices current at time of occupation for caravan holiday-homes or other services.
5. To advise visitors at the time of booking, and subsequently of any change, if the caravan holiday-home or pitch offered is in a different location or on another park, and to indicate the location of this and any difference in comfort and amenities in the previously booked caravan holiday-home or pitch.
6. To give each visitor, on request, details of payments due and a receipt, if required.
7. To advise visitors at the time of booking of the charges that might be incurred if the booking is subsequently cancelled.
8. To deal promptly and courteously with all visitors and prospective visitors; including enquiries, requests, reservations, correspondence and complaints.
9. To allow a National Tourist Board representative reasonable access to the park and/or caravan holiday-homes whether by prior appointment or on an unannounced inspection, to confirm that the Code of Conduct is being observed and that the appropriate quality grading standard is being maintained.
10. The operator must comply with the provisions of the caravan industry Code of Practice.

APPENDIX 2

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
Teapot
Saucepan and lid (small, medium & large)
Frying pan
Colander
Oven roasting tray
Baking tray
Casserole dish
Carving knife and fork
Bread knife
Bread/cake container
Bread/chopping board
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

Kettle
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
Fish slice
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)

Iron & ironing board either in unit or available on site
Cleaning agents (washing-up liquid, all purpose cleaner, etc.)

2 per caravan holiday-home for hire

Tablespoons
Dusters
Ashtrays (where smoking permitted)

1 per person

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

4 per person

Coat hangers

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

APPENDIX 3

VisitScotland 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 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 (requirement from 1.1.2014)

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