

VisitScotland

Holiday Park, Touring Park and Camping Park Quality Assurance Scheme

Guidance Notes for Operators 2015



The variety and individuality provided for visitors by tourism products in all parts of the country is one of the great strengths of the Scottish product. This variety, frequently enhanced by the personalities of the operators and proprietors and the unusual nature of some of the properties and locations, is a crucial element of the visitor experience and the memories they take back with them. Quality Assurance seeks to recognise these features wherever possible and to encourage the industry to develop new products and new variations.

INTRODUCTION:

VisitScotland's Quality Assurance has been available to tourist accommodation providers in Scotland for many years and has a reputation for accuracy and consistency across all the sectors of the industry that are traditionally involved. The methodology used in quality assessments for Holiday, Touring and Camping Parks is this same, time proved, technique.

However, it is recognised that there are substantial differences between sectors of the tourism industry. It is fully recognised that Parks are significantly different from B&B's, hotels and so on. This means that although the methodology of quality assessment is the same, the reality of what is considered is unique and specific to Parks.

The assessment is based on an objective evaluation of two factors in any area, **Quality** and **Condition**. Any considerations of style or taste are specifically excluded from the assessment. Quality is an innate feature of any given item, whilst condition is a variable attribute, almost inevitably deteriorating over time with use, wear and tear or weathering. When considering the appropriate mark, the Quality and Tourism Advisor will make a balanced assessment of these two attributes, often needing to take into consideration a mix of differing standards within the same area under assessment. A shower unit, for example, might be of the highest quality manufacture, but if it has not been kept in good condition; damage, wear and tear and ageing will reduce the mark given. Another shower unit may be of pristine condition, being newly installed, but if workmanship is lacking or it is made of poor quality materials, the intrinsic lack of quality of the unit will again lower the mark given.

These guidance notes endeavour to explain some of the most commonly seen situations resulting in the range of marks awarded. The notes are by no means prescriptive or exhaustive, we would hope that participants will continue to provide the great variety and individuality which adds so much to our visitor's experience, and makes each property unique.

The examples used are drawn from actual experience and as such, they represent standards already set by the Park industry. It should not be anticipated that VisitScotland considers it necessarily appropriate for every participant to aspire to the highest possible standards in every aspect. The market catered for by Parks is considerable and varied, to reflect that, Parks themselves should similarly be varied in terms of price, quality, size, location and so on. There is no reason to expect that a high quality award will, with certainty, lead to increased commercial success.

The primary purpose of the award is to assist the visitor by providing reliable, independent re-assurance. The award should be expected to act as an effective marketing tool for Parks and to attract more of the type of customer particularly catered for by a specific property.

It will not necessarily be appropriate for the Quality and Tourism Advisor to assess every potential area at every property, for example, some properties simply do not have a restaurant or a shop. In such cases the area in question will be completely disregarded and will therefore neither contribute to nor detract from the overall percentage achieved, there will be no quality grading penalty for not providing a particular facility.

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

The Quality Assurance Visit

VisitScotland Quality and Tourism Advisors will make arrangements to visit every participant, every year. Visits are generally scheduled to take place at approximately 12-month intervals although for a variety of reasons this can on occasions be considerably reduced or extended. The Holiday Park Quality Assurance visits usually take place each year from March/April through to July/August. Visits can usually be arranged, by request, outside of this period if required.

Visits will usually be in the form of an unannounced day visit. The Quality and Tourism 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 and Tourism Advisor will need to see facilities throughout the Park including, if you have them, a selection of your caravan holiday home letting fleet.

It would be unusual for a Quality and Tourism 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 and Tourism Advisor and subsequently be reviewed by a manager 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, in response to participants' requests and subsequent direction from the Scottish Government, VisitScotland Quality and Tourism 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 in the industry, where opportunities or threats are being spotted and who is doing what about them. This Advisory aspect of the visit is not compulsory although it is a unique opportunity to exchange ideas and information and, as such, is highly valued by our participants.

Where a Quality and Tourism Advisor may draw your attention to examples of good practice, these are intended to be helpful suggestions which you may decide to adopt. It is worth noting however they are only examples of where an item of provision has scored a high score, but other examples can score equally well. Sometimes being made aware of good examples can influence your own ideas.

Preparing For Your Quality Assurance Visit

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

The Quality and Tourism 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 property into context for the Quality and Tourism 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 property is properly seen and understood in context by the Quality and Tourism 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 property. Minor routine maintenance issues left unattended can easily give an impression of a property which is less favourable than might be deserved.

Quality and Tourism 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 and Tourism Advisors are sensitive to these factors. The interior layout/size of a reception, for example, is assessed in light of its potential through put 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 and Tourism Advisors are not influenced in any way by the location and/or usage of the park, under this item.

Items Missing

If Quality and Tourism 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 and Tourism 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 and Tourism 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 and Tourism 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 property 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 property, meaning that each area of the property 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.

Award Banding:	Sectional Consistency Requirements:
1 Star: 34 – 47%	<ul style="list-style-type: none"> • No section to be more than one award band below the overall award
2 Star: 48 – 59%	<ul style="list-style-type: none"> • Exceptions to be:
3 Star: 60 – 74%	<ul style="list-style-type: none"> ➤ <i>CHH letting fleet - can be any level but must be >34% and no marks of 0/5</i>
4 Star: 75 – 86%	<ul style="list-style-type: none"> ➤ <i>“Cleanliness” - Which must be of at least the same standard as the overall award.</i>
5 Star: 87%+	

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 and Tourism 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 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 experience. If three out of five different flooring areas are of an Excellent standard (4/5) and the remaining two of a good standard (2/5), the mark awarded is likely to be 3/5 – a very good overall standard.

Few properties 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 VisitScotland Quality Assurance award will support and independently endorse market focussed promotional activity at any quality level.

Aspects considered in the Quality Assessment:

Cleanliness:

1. Reception
2. Shop
3. Bar, Club, Restaurant & Takeaways
4. Launderette, drying room
5. Public toilets. Accessible bath/shower room, family and baby change facilities
6. Recreation & Leisure
7. Campers kitchen and dining, picnic tables, BBQ's,

8. Park grounds
9. Refuse and recycling areas
10. Toilet and Shower facilities (Male)
11. Toilet and Shower facilities (Female)
12. Touring Facilities

Reception & Reception Services:

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

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

(Shops)

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

(Bar, Clubs, Restaurants & Takeaways)

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

(Launderette & Drying Room)

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

Recreation, Sport & Leisure:

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

- 41. Equipment (outdoors)
- 42. Layout and ease of use (outdoors)

Park Grounds:

- 43. Lighting
- 44. Signage
- 45. Fire points
- 46. Road surfaces and paths
- 47. Refuse disposal and Re-cycling provision
- 48. Picnic tables, outdoor seating, BBQ's, Campers kitchen and dining.
- 49. Landscaping
- 50. Ancillary or unused buildings
- 51. Grounds maintenance
- 52. Park Layout
- 53. Car parking & late arrival facility

Toilet & Washing Facilities:

- 54. Exterior/Frontage
- 55. Décor
- 56. Flooring
- 57. Lighting
- 58. Heating and ventilation
- 59. Fixtures, fittings and sanitary ware (WC's & basins)
- 60. Fixtures, fittings (Showers)
- 61. Space, comfort and ease of use

Touring, Motorhome and Camping pitches:

- 62. Pitch layout and spacing
- 63. Pitch quality & maintenance
- 64. Electric hook-ups
- 65. Water points & grey water disposal
- 66. Chemical Waste disposal points
- 67. Motor Vehicle Waste Disposal Points (MVWDP)
- 68. Washing up facilities

Caravan Holiday Homes & Seasonal Caravans:

(CHH & Seasonal Caravans (non-letting))

- 69. Exterior
- 70. Pitch layout and spacing
- 71. Pitch quality & maintenance
- 72. Pitch and service connections

(CHH Letting Fleet External aspects)

- 73. Exterior
- 74. Pitch layout and spacing
- 75. Pitch quality & maintenance

76. Pitch and service connections

Please note: the following section is for information only, and is not included in the overall award calculation.

(CHH Letting Fleet Interior)

77. Bedrooms

78. Bathrooms

79. Kitchen

80. Living/dining areas

81. Space, comfort and ease of use

In each of the above aspects, the Quality and Tourism Advisor will decide whether to award a score of "Exceptional" (5 marks), "Excellent" (4 marks), "Very Good" (3 marks), "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 "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 “Very Good”. Not necessarily expensive, but they must be of very 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 “Excellent”. This may reflect aspects of innately exceptional quality but which are now showing some slight wear or ageing or conversely, of a very good quality and in pristine condition.

Quality score 5.

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

General Areas of Assessment:

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

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

Cleanliness:

Applicable to the following areas, if present:

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

- Touring Facilities

Mark 1 (Acceptable)

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 award achieved and has the potential to preclude any quality assurance award being confirmed.

Mark 2 (Good)

Cleaning will be of a generally 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 in high areas, behind some doors or WC's 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 (Very Good)

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

Mark 4 (Excellent)

An excellent 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 an 'Excellent' from an 'Exceptional' 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 (Exceptional)

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

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 retail 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 Takeaways
- Laundrette and Drying Room
- Recreation, Leisure and Sport
- Ancillary and Unused Buildings Maintenance

Mark 1 (Acceptable) *For example:*

- The building will be in an overall acceptable condition
- Likely to be in clear need of some attention and showing extensive weathering in places
- 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 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

- Overall perhaps not pristine but still resulting in a very 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 very 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 (Excellent) *For example:*

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

Mark 5 (Exceptional) *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

Décor and Flooring

Quality and condition of all aspects of wall, ceiling finishes and flooring throughout public and publicly viewable areas. Includes consideration of customer toilet facilities.

Applicable to the following areas, if present:

- Reception
- Shops
- Bars, Clubs Restaurants and Takeaways

Mark 1 (Acceptable) *For example:*

- Basic quality décor showing some wear and damage
- Sound but un-decorated breeze or concrete block walls
- Some lifting wallpaper
- Plain painted walls and woodwork, products may have been applied directly onto plasterboard or brick/blockwork and be thinning, flaking or patchy in places
- Marks and wear evident although overall still of an adequate standard
- Unsightly exposed meters; pipework or electrical wiring
- Flooring in an overall adequate condition, perhaps with wear and stains evident
- Carpeting that is badly rucked and frayed
- Very modest quality flooring e.g. thin vinyl

- Wood flooring in a serviceable and safe condition but heavily marked and not well maintained
- Tiling that is generally in poor condition, cracked, broken or missing tiles
- Plain concrete, unpolished but basically sound and not breaking up

Mark 2 (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 quality and condition
- Flooring of an intrinsically very good or even excellent quality but now showing quite noticeable wear and some marks
- Flooring of more modest quality but in very 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 (Very Good) *For example:*

- Décor of a very good overall standard, perhaps minor signs of wear but not significant
- Functional décor but fresh looking and well maintained
- Wall tiling which may be of relatively modest quality and execution but in sound order
- DIY effectively done but without a professional finish
- 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 (Excellent) *For example:*

- An excellent 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 immaculate condition still define an excellent standard
- Some use of wood panelling or wall boarding where appropriate and in excellent condition
- An excellent standard of flooring throughout. May be of a very good 'contract' quality but well fitted with no obvious marks, wear or damage
- Wood laminate or natural wooden floors will be well finished and maintained with no significant scarring or damage
- Tiled floors (ceramic, vinyl, linoleum or carpet) will be of a high quality, well fitted, undamaged and well grouted where appropriate
- Contract quality non-slip vinyl flooring expertly fitted and in immaculate condition
- High polish concrete coloured slab
- Painted concrete floor in excellent condition

Mark 5 (Exceptional) *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 exceptional 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 exceptional standard if of a high intrinsic quality and well maintained
- Contract quality non-slip vinyl flooring expertly fitted and in immaculate condition
- Tiled floors (ceramic, vinyl, linoleum or carpet) will be of the highest quality, expertly fitted and be in immaculate condition

Fixtures, Fittings & Furnishings

All furniture provided for customer use including, chairs, tables, service counters. Light, heat and ventilation fittings. 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, baskets.

Applicable to the following areas, if present:

- Reception
- Shops
- Bars, Clubs Restaurants and Takeaways

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 staining or wear and tear
- 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
- Light fittings lacking intrinsic quality
- Rusting, damaged or visibly ageing refrigerated display units
- Domestic fridge/freezers used to store goods for sale
- Fittings with considerable visible ageing rusting or damage

Mark 2 (Good) *For example:*

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

Mark 3 (Very good) *For example:*

- Very good quality fixtures and 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 very good quality and condition, may be either custom built or free standing
- Most display equipment of a very good standard
- Some use of appropriate commercial quality and style fittings in retail areas, all in very good condition
- All refrigerated units to be of a commercial display quality and in a very good condition
- Dexion type industrial shelving with slight rust / wear

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

- High quality fixtures and fittings (including light 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
- Please Note: Guidance Notes provide benchmark information and do not constitute prescriptive requirements. Alternatives or variations of a comparable standard may be entirely appropriate
- Customised displays using excellent quality materials

Lighting, Heating and Ventilation

General levels of lighting and light quality. Display lighting where used. Includes consideration of any customer toilets accessed via the applicable areas.

Applicable to the following areas, if present:

- Reception
- Shops
- Bars, Clubs Restaurants and Takeaways

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 (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 (Very Good) *For example:*

- Florescent lighting with a diffuser giving an even distribution of light
- All bulbs to have an appropriate shade or cover
- Very good levels of effective lighting in all areas
- Efficient task lighting provided, e.g. above bars, tills, point of sale stations.
- Very good level of heating in all areas

- Effective ventilation appropriate to area, e.g. forced extraction in hot food outlets and toilet facilities

Mark 4 (Excellent) *For example:*

- Likely to be some use of specialised display lighting in retail areas
- Recessed multi-tube florescent fittings in reflector boxes
- Excellent and effective heating provision
- Excellent 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 (Exceptional) *For example:*

- May feature recessed multi-fluorescent tubes in reflector boxes
- Multiple recessed downlighters, 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

Space, Comfort & Ease of Use

Layout and design of reception areas including consideration of size relative to normal usage and customer flow. 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 Takeaways

Mark 1 (Acceptable) *For example:*

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

Mark 2 (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 good layout and reasonably convenient for customers use

Mark 3 (Very 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
- Very good customer flow

Mark 4 (Excellent) *For example:*

- All areas to have a spacious, well considered layout and design relative to usage
- In large parks, or parks with significant peak changeover days, the layout of the reception/customer service area should ensure excellent customer flow is achievable
- Likely to have a designated reception area/desk
- Excellent display and presentation of goods throughout the shop
- Consideration given to appropriate location of retail goods

Mark 5 (Exceptional) *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 exceptionally well laid out retail or bars and clubs areas
- Excellent customer flow even when busy
- All goods attractively, appropriately and professionally displayed

Reception & Reception Services

Exterior

(see General Areas of Assessment)

Décor and Flooring

(see General Areas of Assessment)

Fixtures, Fittings and Furnishings

(see General Areas of Assessment)

Lighting

(see General Areas of Assessment)

Space, Comfort and Ease of Use

(see General Areas of Assessment)

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.

Mark 1 (Acceptable) *For example:*

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

Mark 2 (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 very good but located within reception or other area with access restricted to opening hours

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

- A comprehensive range of information, all presented to a high standard

- Excellent access to the majority of the information
- Likely to include some non-commercial or personally input information such as current menus from local places to eat and any future special attractions/events in the area

Mark 5 (Exceptional) *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 Wi-Fi
- All information to be clearly and neatly displayed and kept up to date

Welcome & Arrival procedures & Guest Arrival Information

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

Mark 1 (Acceptable) *For example:*

- Brief verbal information
- Basic photo copy site plan handed to guests on arrival
- Site plan perhaps not accurate or slightly out of date, although adequate and generally serviceable
- No information for guests arriving when reception not open

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

- All guests given very 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 (Excellent) *For example:*

- Excellent quality site plan supplied to all guests on arrival
- Additional information such as shop or facility opening times provided
- If appropriate, new arrivals may be escorted to touring pitch on request

Mark 5 (Exceptional) *For example:*

- Comprehensive site information folder prepared for all new arrivals including site plan and printed information about all site facilities. May contain a personalised welcome letter
- A verbal orientation of the park given on arrival
- May be additional information provided about local amenities or attractions or discounted/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.)

PARK FACILITIES

Shops

Exterior

(see General Areas of Assessment)

Décor and Flooring

(see General Areas of Assessment)

Fixtures, Fittings and Furnishings

(see General Areas of Assessment)

Lighting

(see General Areas of Assessment)

Space, Comfort and Ease of Use

(see General Areas of Assessment)

Bars, Clubs, Restaurants & Take-Aways

Exterior

(see General Areas of Assessment)

Décor and Flooring

(see General Areas of Assessment)

Fixtures, Fittings and Furnishings

(see General Areas of Assessment)

Lighting, Heating and Ventilation

(see General Areas of Assessment)

Space, Comfort and Ease of Use

(see General Areas of Assessment)

Laundrette & Drying Room

Exterior

(see General Areas of Assessment)

Décor & Flooring

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

Mark 1 (Acceptable) For example:

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

Mark 2 (Good) For example:

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

Mark 3 (Very Good) For example:

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

Mark 4 (Excellent) For example:

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

Mark 5 (Exceptional) For example:

- Wet wall lining throughout

- Excellent quality tiling throughout
- Excellent quality professionally fitted non-slip flooring in immaculate condition

Lighting & Ventilation

Lighting and ventilation levels throughout the facility.

Mark 1 (Acceptable) *For example:*

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

Mark 2 (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 (Very 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 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

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

Fixtures and Fittings

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

- Excellent quality light fittings with no evidence of wear or ageing
- Excellent quality shelving and worktops
- All equipment provided should be intact, including hooks, seating, washing baskets, etc.

Mark 5 (Exceptional) *For example:*

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

Laundry Equipment

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

- Commercial equipment in excellent condition
- Domestic quality machines in excellent condition
- Possible signs of slight wear to some equipment
- Excellent quality iron and ironing board in pristine condition

Mark 5 (Exceptional) *For example:*

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

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.*

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

- Clear access to all equipment
- Seating provision suitable for the size / user capacity of the laundry

Mark 4 (Excellent) For example:

- Generous spacing and shelving between equipment such as sinks
- Ample space for using the facility including the use of ironing board

Mark 5 (Exceptional) For example:

- An exceptionally well laid out facility including suitable flat surface space for folding laundry
- Easy access to all equipment even when facility is busy

Recreation, Sport & Leisure

Exterior

(see General Areas of Assessment)

Facility (Indoors)

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

Mark 1 (Acceptable) For example:

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

Mark 2 (Good) For example:

- Appropriate play surfaces but with visible wear or slight 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 (Very Good) For example:

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

Mark 4 (Excellent) For example:

- An excellent quality of décor, flooring and fittings throughout
- All play surfaces and related equipment in excellent condition
- High quality evident throughout the facility

Mark 5 (Exceptional) For example:

- Exceptional standards evident throughout all aspects of the facility

Equipment (Indoors)

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

Mark 1 (Acceptable) For example:

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

Mark 2 (Good) For example:

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

Mark 3 (Very Good) For example:

- Equipment all in a very good condition
- Little sign of wear or ageing
- Equipment may be in excellent condition but of relatively modest quality

Mark 4 (Excellent) For example:

- All equipment in an excellent 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 (Exceptional) For example:

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

Layout & Ease of Use (Indoors)

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

Mark 1 (Acceptable) For example:

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

Mark 2 (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 (Very 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 (Excellent) For example:

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

Mark 5 (Exceptional) For example:

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

Facility (outdoors)

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

Mark 1 (Acceptable) For example:

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

Mark 2 (Good) For example:

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

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

- Some fencing or seating with slight lichen or moss growth but otherwise of a high quality and in an excellent condition

Mark 5 (Exceptional) *For example:*

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

Equipment (Outdoors)

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

- Equipment all in a very good condition
- Little sign of wear or ageing. Perhaps slight rust / wear / fading
- Equipment may be in excellent condition but of relatively modest quality

Mark 4 (Excellent) *For example:*

- All equipment in an excellent 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 (Exceptional) *For example:*

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

Layout & Ease of Use (Outdoors)

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (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 (Very 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 (Excellent) *For example:*

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

Mark 5 (Exceptional) *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

PARK GROUNDS AND FACILITIES

Lighting

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

Mark 1 (Acceptable) *For example:*

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

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

- A very 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 very good condition

Mark 4 (Excellent) *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 excellent condition

Mark 5 (Exceptional) *For example:*

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

Signage

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

- Good system of signage which provides helpful directional information around facility

- Signs are in 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 (Very Good) *For example:*

- Very good system of directional signage.
- Attempts made to use corporate branding or design themes

Mark 4 (Excellent) *For example:*

- High quality signage, in excellent 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
- Excellent directional signs which are easy to read, follow and use
- Excellent provision of signage for size of site, prominently displayed

Mark 5 (Exceptional) *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

Fire Points

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

- Aged fire points
- Most fire notices missing or illegible

Mark 3 (Very Good) *For example:*

- Fire points of mixed styles but overall in very good condition
- Some missing or illegible fire notices
- High quality handmade wooden boxes, freshly painted and weatherproof
- Extinguisher with waterproof cover in very good order

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

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

Road surfaces & Paths

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

Mark 1 (Acceptable) *For example:*

- All roads and driveways in an acceptable condition but with some uneven surfaces, large potholes, extensive surface damage or heavy rutting
- May be otherwise good 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 (Good) *For example:*

- All roads and driveways in a 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 (Very Good) *For example:*

- Roads in an overall very 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 excellent 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 (Excellent) *For example:*

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

Mark 5 (Exceptional) *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

Refuse disposal and Recycling Provision

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

Mark 1 (Acceptable) *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
- Recycling:
- Little or no recycling on site with no direction for local provision
- Recycling:**
- Minimal provision
 - Single recycling point (especially larger parks)

Mark 2 (Good) *For example:*

- Good level of provision

- Some attempt at screening
- Wheelie bins, skips or mini skips are of good quality and are provided with lids
- Some weed growth in bin areas
- Some bins not screened
- Some loose bagged waste in bin areas
- Recycling:
- Simple signs to indicate nearest recycling point
- Recycling:**
- Basic recycling for one or two materials at convenient locations

Mark 3 (Very 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 excellent facility
- Stored refuse has protection from animals and birds
- Could be excellent if emptied on a more regular basis
- Recycling:**
- Recycling for a selection of 3 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 (Excellent) *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
- Recycling:**
- Typically recycling for 4 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 (Exceptional) *For example:*

- Effective effort to make compounds/enclosures as attractive as possible
- Recycling:**
- All recycling facilities to a very high standard with clear signage and active encouragement to recycle at all points
- Additional aids such as can crushers and collection sacks made available
- If no re-cycling available then clear signage and active encouragement to re-cycle should be in evidence with a formal policy in place

Picnic tables, BBQ's, Campers Kitchen etc.

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

- An otherwise very 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 (Very Good) *For example:*

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

Mark 4 (Excellent) *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 (Exceptional) *For example:*

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

Landscaping

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

Mark 1 (Acceptable) *For example:*

- Grounds neat and tidy but no real attempt at landscaping

Mark 2 (Good) *For example:*

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

Mark 3 (Very 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 (Excellent) *For example:*

- Features such as ponds, flower tubs, bird tables, seating areas are provided
- Natural local materials such stone, timber etc. have been used to 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 (Exceptional) *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

Ancillary or unused Buildings Maintenance

(see General Areas of Assessment “Exterior”)

Grounds Maintenance

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *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

Park Layout

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

Mark 1 (Acceptable) *For example:*

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

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

- The park area has generally been used to good advantage

- Most principal facilities reasonably accessible to all guests

Mark 4 (Excellent) For example:

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

Mark 5 (Exceptional) For example:

- All facilities easily accessible from all pitches
- Exceptional overall park design

Car Parking & Late Arrival Facility

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

Mark 1 (Acceptable) For example:

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

Mark 2 (Good) For example:

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

Mark 3 (Very Good) For example:

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

Mark 4 (Excellent) For example:

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

Mark 5 (Exceptional) For example:

- Fully tarmac or similar sealed surface or well managed even gravel surfaces with defined edges
- All in excellent condition

- Marked bays to ensure even parking this could be planters, marked stones or other clear indicator

TOILET AND WASHING FACILITIES

Exterior

(see General Areas of Assessment)

Décor

All aspects of wall and ceiling finishes

Mark 1 (Acceptable) For example:

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

Mark 2 (Good) For example:

- 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 (Very Good) For example:

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

Mark 4 (Excellent) For example:

- May be recently decorated, but not using the highest quality materials
- May be excellent 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 (Exceptional) 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

Flooring

Flooring and floor finishes throughout the facility

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 damaged or breaking up
- Tiled flooring of a modest quality with some cracked (not loose or dangerous) tiles

Mark 2 (Good) *For example:*

- Flooring of an overall good condition and/or quality
- May be of an intrinsically very good or even excellent quality but now showing quite noticeable wear or damage and some marks
- May be more modest quality but in very 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 (Very Good) *For example:*

- Of a very 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
- Very good quality vinyl flooring will be well fitted and free of any significant marks or wear
- Tiling may be of relatively modest quality and execution but be all sound
- Concrete floors will be well painted with little sign of wear
- Quarry tiling with some cracked or damaged grouting

Mark 4 (Excellent) *For example:*

- An excellent 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 excellent condition but showing some slight signs of age or wear in places

Mark 5 (Exceptional) *For example:*

- Flooring of an exceptional quality standard throughout
- Laminate flooring, polished wood floors, parquet flooring etc. could be of an exceptional standard if of a high innate quality and well maintained
- Tiled floors (ceramic, vinyl, linoleum or carpet) 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

Lighting

General levels of lighting and light quality in all areas. Task lighting where used.

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 (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 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

- Highly effective, high quality task lighting wherever appropriate

- Lighting provided above every shower cubicle
- Recessed multi-fluorescent tubes in reflector boxes
- High quality recessed downlighters
- Lighting possibly controlled by a sensor e.g. PIR

Heating & Ventilation

Heating and ventilation provision and efficacy throughout the facility.

Mark 1 (Acceptable) *For example:*

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

Mark 2 (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 (Very 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 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

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

Fixtures, Fittings & Sanitary ware (WC's & Basins)

Quality and condition of all WC's, basins and associated brassware. 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 is included here, including partitions if applicable

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

- Fittings of a good quality but some 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

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *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
- Fittings all of very high quality and in the best of condition
- Cubicle partitions maintained to an excellent standard

Fixtures, Fittings & Sanitary ware (Showers)

Quality and condition of all shower fittings. Everything within the shower cubicles is included here e.g. shelves, seating, basins and partitions

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 (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 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

- Cubicle partitions of 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).

Space, comfort and ease of use

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (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
- Some facilities may be quite restricted while others may be rather better
- Standard sized cubicles
- Restricted changing areas
- Facilities tight for space when used by a number of guests
- Washbasins may be inconveniently closely spaced or, when in use, restrict access through the room
- A good level of spaciousness overall

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) 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 (Exceptional) 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

Touring, Motorhome and Camping Pitches & Facilities

Pitch Layout and Spacing

(see below: "Caravan Holiday Homes, Touring and Seasonal Caravans (letting and non-letting)")

Pitch Quality and Maintenance

(see below: "Caravan Holiday Homes, Touring and Seasonal Caravans (letting and non-letting)")

Electric hook-ups

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

Mark 1 (Acceptable) For example:

- Electric hook-ups which have limited damage or cracked housings
- Many electric hook-ups which are leaning
- Extensive mould/algae growth and or discoloration of the housings

Mark 2 (Good) For example:

- Some electrical hook-ups which are leaning
- Some lichen or moss growth and/or discoloration of the housings
- Hook-up points which are weedy or untidy

Mark 3 (Very Good) For example:

- Basic quality, all in very good condition and securely mounted

- Neatly housed or mounted electric hook-up points
- No build-up of moss/greening on posts or housings

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

- The highest quality housings and hook-up facilities consistently provided throughout the park
- All housings, posts and connections in immaculate condition

Water points & Grey Water Disposal

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

- Generally water points to be in 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
- Basic facilities, generally maintained to a good standard

Mark 3 (Very 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 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

- All water or grey water disposal points in immaculate order and clearly signed
- 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

Chemical Waste Disposal Points

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (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 very good but has difficult access, high steps etc.
- Facility is otherwise very good but access is restricted e.g. can only be used by going through the ladies/gents toilet
- Tap supplied without hose

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *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
- A tap with hose is available. This should be able to cleanse the immediate surrounding area
- Flushing system is installed
- The facility is raised, with a lip to steady the chemical toilet cassette (about normal toilet height is best)
- Sluice / drainage basin in excellent order, no cracks or splits, pristine condition

Mark 5 (Exceptional) *For example:*

- All facilities provided are of a uniform, exceptional 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
- A hand-washing facility may be provided (may be hand gel sanitiser)

Motor Vehicle Waste Disposal Points

The quality, condition and maintenance of the facility

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

- Maybe awkwardly sited, difficult for larger units to use
- Very well maintained
- Well-fitting manhole cover
- Smooth surrounding road surface (tarmac or concrete)

Mark 4 (Excellent) *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 excellent condition surrounding the drainage point
- Surface is appropriately dished to prevent unwanted run-off away from the drainage point

Mark 5 (Exceptional) *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 safe, and easy use by customers

Washing up facilities

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

- A very 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 splashback
 - A very good layout enabling comfortable use
 - Floor area which is washable and easy to keep clean

Mark 4 (Excellent) *For example:*

- An excellent 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
 - Excellent design and layout providing for the comfort and ease of use of guests

Mark 5 (Exceptional) *For example:*

- An exceptional 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 e.g. fluorescent tubes and diffusers or recessed downlighters and task lighting where appropriate
 - 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

**CARAVAN HOLIDAY HOMES, TOURING AND SEASONAL*
CARAVANS (LETTING AND NON-LETTING)**

***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 the 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 & Seasonal Caravans (non-letting/privately owned)
- Caravan Holiday Homes Letting Fleet (External aspects)
- Touring, Motorhome and Camping pitches

Exterior

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

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 (Good) *For example:*

- Some noticeably older units
- Rusting A-frames
- Extensive heavy moss or lichen growth on some units

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *For example:*

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

Mark 5 (Exceptional) *For example:*

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

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

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

Mark 3 (Very Good) *For example:*

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

Mark 4 (Excellent) *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

Mark 5 (Exceptional) *For example:*

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

Pitch Quality & Maintenance

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

Mark 1 (Acceptable) *For example:*

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

Mark 2 (Good) *For example:*

- Weedy or overgrown pitches
- Pitches of a variable standard although overall in 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 caravan holiday home 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 (Very 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 very 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 (Excellent) *For example:*

- Almost all pitches, bases or hardstandings in excellent condition
- All pitches clearly defined / edged and numbered
- Excellent pitch surfaces
- Slight weed growth may detract
- Parking facility adjacent on hard surface

Mark 5 (Exceptional) *For example:*

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

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

Mark 1 (Acceptable) For example:

- Exposed gas bottles
- Unsightly electrical connections or pipework
- Long pipe runs

Mark 2 (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 (Very Good) For example:

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

Mark 4 (Excellent) 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 (Exceptional) For example:

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

CARAVAN HOLIDAY HOME (LETTING FLEET, INTERIOR)

Please note: the following section is for information only, and is not included in the overall award calculation.

Bedrooms

Quality and condition of all aspects of caravan holiday home bedrooms including décor, flooring, beds, bedding, furniture, heating and lighting

Mark 1 (Acceptable) For example:

- All aspects of the bedrooms showing widespread signs of extended heavy use and wear

Mark 2 (Good) For example:

- All or most aspects showing some age and wear but remaining overall of a good standard

- Unlined curtains
- Soft (worn) mattresses

Mark 3 (Very Good) *For example:*

- All in generally very good condition
- Slat-based beds
- Modest quality mattresses
- Fixtures and furnishings of modest quality but all in excellent condition
- Heating provision, could be warm air heating e.g. as usually situated in plinth below wardrobe

Mark 4 (Excellent) *For example:*

- Likely to comprise of a number of items of an exceptional standard but probably not all aspects of the bedrooms necessarily of this standard
- May represent standards where all aspects are of an intrinsically exceptional quality standard but which are now showing some slight and general signs of wear or age
- Excellent quality duvets, pillows and bedding
- Heating provision could be a radiator or a panel heater
- Lighting accessible from bed, not necessarily all rooms

Mark 5 (Exceptional) *For example:*

- All aspects of the bedrooms will be of an exceptional quality standard and in pristine condition. These quality standards are most likely to be represented by furnishings and fittings such as:
 - Beds with sprung bases
 - High quality mattresses with box bases
 - All beds made up for guests arrival
 - High quality duvets and bedding possibly presented with throws and cushions
 - Full size (3' width) single beds, 4'6" or better width doubles
 - Individual bed side lights for each occupant of the beds
 - Excellent quality furniture and fully lined curtains
 - High quality wool mix carpets and underlay
 - Recessed downlighters
 - Full padded headboards
 - Coving and embossed high quality ceiling paper
 - Decorative relief such as prints or other artwork
 - Thermostatically controlled central heating radiators

Bathrooms

Quality and condition of all aspects of caravan holiday home bathrooms including décor, flooring, sanitary ware, showers, furniture, heating, lighting and ventilation

Mark 1 (Acceptable) *For example:*

- All aspects of the bathrooms showing signs of extended heavy use and wear

Mark 2 (Good) *For example:*

- All or most aspects showing some age and wear but remaining overall of a good standard

Mark 3 (Very Good) *For example:*

- Fixtures and furnishings of modest quality but all in excellent condition
- Intrinsically higher, perhaps excellent quality but now in a very good condition with some ageing or wear apparent

Mark 4 (Excellent) *For example:*

- Large shower cubicle with excellent quality and function of shower fittings and controls
- High quality flooring in excellent condition
- Likely to comprise of a number of items of an exceptional standard but probably not all aspects of the bathrooms necessarily of this standard
- May represent standards where all aspects are of an intrinsically exceptional quality standard but which are now showing some slight and general signs of wear or age
- Heating provision, could be a heated towel rail or a panel heater

Mark 5 (Exceptional) *For example:*

- All aspects of the bathrooms will be of an exceptional quality standard and in pristine condition. These quality standards are most likely to be represented by furnishings and fittings such as:
 - High quality tiling with border features
 - Shaver point
 - High quality porcelain sanitary ware
 - Excellent quality shower with thermostatic control
 - Heated towel rail or central heating radiator
 - Excellent quality downlights, incorporating extractor over shower
 - Full size bath
 - Excellent quality vinyl or tiled flooring

Kitchen

Quality and condition of all aspects of CHH kitchens including décor, flooring, furniture, white goods, cooking utensils and equipment, crockery and cutlery, heating, lighting and ventilation

Mark 1 (Acceptable) *For example:*

- All aspects of the kitchen showing signs of extended heavy use and wear

Mark 2 (Good) *For example:*

- All or most aspects showing some age and wear but remaining overall of a good standard

Mark 3 (Very Good) *For example:*

- All in generally very good condition
- Relatively modest intrinsic quality
- Intrinsically higher, perhaps excellent quality but now in a very good condition with some ageing or wear apparent
- Very good quality range of crockery, cutlery and accessories

Mark 4 (Excellent) *For example:*

- Likely to comprise of a number of items of an exceptional standard but probably not all aspects of the kitchen necessarily of this standard
- May represent standards where all aspects are of an intrinsically exceptional quality standard but which are now showing some slight and general signs of wear or age
- All aspects of the kitchen will be of an excellent quality standard and condition. These quality standards are most likely to be represented by equipment and fittings such as:
 - Cooker with a double oven
 - High quality and spacious fridge freezer,
 - High quality flooring
 - An excellent range and quality of accessories such as toaster, kettle

Mark 5 (Exceptional) *For example:*

- All aspects of the kitchen will be of an exceptional quality standard and in pristine condition. These quality standards are most likely to be represented by equipment and fittings such as:
 - Generously sized high quality tiled splashback with wallpaper above
 - Excellent quality vinyl flooring
 - Excellent quality fitted kitchen units all with 'soft close' fittings
 - All excellent quality brand name white goods
 - Built in, full size fridge and freezer
 - Separate oven and hob (Integral oven with separate grill)
 - Oven with full controls including timer
 - Excellent overhead and under unit lighting

- Generous provision of storage space
- A wide range of high quality crockery and glassware.
- Likely to be some luxury additions to the required inventory such as electric toaster, electric can opener, hand blender, juicer etc.

Living/dining areas

Quality and condition of all aspects of caravan holiday home living and dining areas including décor, flooring, furniture, heating and lighting.

Mark 1 (Acceptable) *For example:*

- All aspects of the lounge and dining areas showing signs of extended heavy use and wear

Mark 2 (Good) *For example:*

- All or most aspects showing some age and wear but remaining overall of a good standard
- May be aspects of furnishings or flooring which are of an intrinsically very modest quality
- Heating provision of modest quality or perhaps higher quality but now showing age and wear

Mark 3 (Very Good) *For example:*

- All in generally very good condition
- Relatively modest intrinsic quality
- Intrinsically higher, perhaps excellent quality but now in a very good condition with some ageing or wear apparent
- All in very good condition but some aspects with ageing / slight wear or marks
- Non-sprung but comfortable fixed easy seating
- Heating provision may only be a gas fire but in very good condition

Mark 4 (Excellent) *For example:*

- All aspects of the living and dining areas will be of an excellent quality standard and condition. These quality standards are most likely to be represented by furnishings and fittings such as:
 - Freestanding dining furniture with chairs
 - High quality sprung base lounge seating
 - Co-ordinating soft furnishings.
 - High quality carpet
 - Décor of caravan wall boarding and some decorative relief, coving and trim
 - Built-in easy seating but with a high degree of comfort

- High quality light fittings including occasional lighting
- Heating provision, could be a gas/electric fire and central heating radiators

Mark 5 (Exceptional) *For example:*

- All aspects of the lounge and dining areas will be of an exceptional quality standard and in pristine condition. These quality standards are most likely to be represented by furnishings and fittings such as:
 - Freestanding dining furniture and easy seating.
 - High quality décor e.g. wallpaper
 - Excellent, controllable lighting (e.g. dimmer switches)
 - Decorative relief e.g. framed pictures/photos or other artwork
 - High quality wool mix carpet and underlay, rugs
 - High quality light fittings including occasional lighting
 - Thermostatically controlled radiators, plus either a gas or electric fire
 - Some occasional furniture
 - Some luxury 'extras' such as DVD player/recorder, CD/Radio player or I-pod docking station

Space, comfort and Ease of Use

Assessment of the overall layout and design of the unit together with consideration of the maximum advertised occupancy i.e. including sleeping in lounge areas if applicable.

Mark 1 (Acceptable) *For example:*

- An acceptable standard represented by smaller caravan holiday homes routinely utilising the maximum possible occupancy
- Minimal or possibly inadequate appropriate dining and easy seating for the maximum number of guests
- Minimum size beds

Mark 2 (Good) *For example:*

- A good standard, typically represented by standard sized caravan holiday homes routinely utilising the maximum possible occupancy
- Minimum sized beds
- Usable but with no particular degree of comfort or ease of use for typical guests

Mark 3 (Very Good) *For example:*

- A very good standard of comfort and spaciousness for guests, typically represented by features such as:
 - Access to bathroom from main bedroom

- Small bathroom doubling as 'en-suite'
- Limited storage in bedrooms and bathrooms
- Fixed seating

Mark 4 (Excellent) *For example:*

- An excellent standard of comfort and spaciousness for guests, typically represented by features such as:
 - Spacious master bedroom.
 - All guests routinely accommodated in bedrooms
 - Freestanding dining furniture.
 - Ample comfortable seating.
 - Ample work space in kitchen
 - WC en-suite for master bedroom
 - Full wet central heating system with radiators and thermostatic radiator valves in all rooms
 - Double glazing
 - All guests easily and comfortably able to see T.V. from easy seating

Mark 5 (Exceptional) *For example:*

- An exceptional standard of comfort and spaciousness for guests, typically represented by features such as:
 - All guests accommodated on full sized beds in bedrooms
 - Full En-suite facility for master bedroom
 - Spacious kitchen, with generous work surfaces for food preparation appropriate for the number of occupants
 - All guests easily and comfortably able to see T.V. from easy seating
 - Dining chairs provided for maximum number of guests accommodated
 - External sitting area and excellent quality patio furniture