

Information for Hirers

The booking form should be accompanied by details of the park and caravan holiday-home(s) stating clearly:-

1. The accommodation, size, length and width of the caravan holiday-home and the number of berths. The number of berths shall not be greater than that designated by the manufacturer.
2. Whether caravan holiday-homes are connected to:
 - Mains water*
 - Mains drainage*
 - Mains sewerage*
 - Electricity (stating voltage)*
 - Piped gas*
3. Type of lighting: *electricity or gas*.
4. Type of cooking: *electricity or gas*.
5. A full description of the park and amenities.
6. Wherever possible, a map showing the location of the park and its proximity to main centres and attractions should be provided.
7. The charges for accommodation/pitch for the period booked and details of any further additional charges, e.g. electricity, gas, showers, etc, as well as any optional charges, e.g. holiday insurance.

Note: VAT, if payable, must be included in the quoted charges.

VisitScotland

Minimum Standards for Caravan Holiday-Homes for Hire

All proprietors must comply with the following conditions including the Code of Conduct, and we include our recommendations on the kind of information which should be provided to people enquiring about a reservation.

1. It is the proprietor's responsibility to ensure that all caravan holiday-homes offered for hire have insurance cover for public liability as letting caravans and comply with requirements of the Consumer Protection Act.
2. All caravan holiday-homes for hire must be of proprietary make.
3. All caravan holiday-homes for hire must be fully serviced with water, drainage, gas/electricity connections including mains wc, shower and/or bath, fridge and cooker with oven, grill and 3 boiling rings (two rings where unit accommodates not more than 2 persons). The cooker must be in a sound and clean condition and functioning correctly.
4. All caravan holiday-homes for hire must be in a good state of internal and external repair and decoration with no internal dampness.
5. The caravan holiday-homes for hire must not be occupied by more than the number of persons for which they are designed by the manufacturer, ie. four persons in a 4-berth.
6. Equipment must be provided as listed overleaf. An inventory of this equipment must be available for each caravan holiday-home for hire.
7. All caravan holiday-homes for hire must have adequate storage space for luggage and food for the maximum number of occupants.
8. All doors, windows, skylights and all ventilation in the caravan holiday-homes for hire must function correctly. All windows must be properly fitted with opaque curtains or blinds.
9. All caravan holiday-homes must have adequate internal lighting.
10. All caravan holiday-homes must be thoroughly cleaned and checked before every letting and equipment maintained and replaced as necessary.
11. Where linen is provided it must be changed on each change of occupier and as appropriate during lets of 2 weeks or more. All mattresses must be in a sound condition.
12. The sink and its waste pipe must be in a sound condition with a draining board. A fixed impervious worktop for food preparation must be provided.
13. All caravan holiday-homes for hire must have adequate heating (as minimum, within the lounge area).
14. All caravan holiday-homes for hire must have safe steps, or equivalent, to each external door.
15. All caravan holiday-homes must have a supply of hot and cold running water.
16. All caravan holiday-homes for hire and caravan holiday-homes for hire proprietors must comply with the Code of Conduct.

Code of Conduct

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

In addition to fulfilling its statutory obligations, including having applied for a certificate under the Fire Precautions Act 1971 (if applicable) and holding Public Liability insurance, and ensuring that all caravan holiday-homes for hire are maintained in sound and clean condition and are fit for the purposes intended, the management undertakes to observe the following Code of Conduct:-

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

Inventory of Equipment for each Caravan Holiday-Home for Hire

The accommodation should contain the following:-

1 per caravan holiday-home

Kettle	Potato masher
Teapot	Kitchen scissors
Saucepan and lid (small, medium & large)	Fruit dish (large)
Frying pan	Butter dish
Colander	Sugar bowl
Oven roasting tray	Tray
Casserole dish	Jug (milk)
Carving knife and fork	Jug (measuring)
Bread knife	Condiment set (2 piece)
Bread/cake container	Washing-up bowl
Bread/chopping board	Dustpan and brush
Fish slice	Broom
Vegetable knife (sharp)	Floor cloth
Tin opener	Pot scourer/dish mop
Mixing bowl or basin	Bucket
Bread/cake plate	Mirror
Corkscrew/bottle opener	Carpet sweeper or vacuum cleaner
Potato peeler	Door mat
Ladle	Toilet brush and holder
Grater	Toilet roll and holder
Spoon (plastic or wooden)	Non-flammable bins
Cleaning agents (washing-up liquid, all purpose cleaner, etc.)	

**Recommended: Fire blanket/extinguisher (BS approved)
Smoke alarm**

2 per caravan holiday-home for hire

Tablespoons
Dusters
Ashtrays (where smoking permitted)

Per Bed

3 blankets or 1 continental quilt and cover
(for winter lettings, or letting very early or late in the season the scale of bedding to be increased and adequate heating provided)
1 pillow per person

1 per person

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

4 per person

Coat hangers