








## MINIMUM REQUIREMENTS: CARAVANS and CAMPING


CATEGORY DEFINITION REQUIREMENTS	
	<p><b>Category Definition</b></p> <p>A Caravan and Camping Park is a facility that provides space for guests who provide their own accommodation, such as a tent, a motor home and/or a caravan, together with ablution and toilet facilities.</p> <p>Only establishments that cater for transient guests will qualify for grading.</p>
	<p><b>Category Entry Requirements</b></p> <p>Transient guests include the general public who travel for <u>recreational purposes</u> including those who may stay for extended periods. Transient guests <u>exclude</u> permanent or semi-permanent occupants (such as construction workers, retirees, etc.)</p> <p>Only venues that cater for the public travelling for recreational purposes will qualify for grading. If, however, day-visitors and/or permanent or semi-permanent guests are accommodated, facilities for such guests should be distinctly separate to those provided for the public travelling for recreational purposes.</p> <p>The owner or representative must be contactable 24 hours per day, 7 days per week.</p> <p>There should be an appropriate meet and greet service or Reception area.</p> <p>Bathroom facilities may be separate communal male and female facilities (an ablution facility dedicated to men only with a separate section dedicated to ladies only.); or may be private (an ablution facility allocated to a specific site and used by the occupants of that allocated site only); or family bathrooms (bathrooms attached to the main ablution facility that can be used by each family one family at a time, and which are lockable from inside).</p> <p>There must be no discrimination to accepting guests based on their race, citizenship, nationality, gender, sexual orientation, religion, ethnicity, physical or mental condition.</p> <p>However, notwithstanding the above, management has the right to refuse access in the interest of other users of the caravan and camping park.</p> <p>Establishments should be open every day of the year, unless closed for refurbishment, or unless it offers only seasonal or weekend accommodation.</p> <p>The highest standard of courtesy must be shown to guests at all times. Staff should be presentable, helpful and attend to guest needs as their highest priority.</p> <p>Guest complaints and problems should be dealt with courteously and promptly.</p> <p>Appropriate services and facilities should be available on all days that the establishment is open unless clearly advertised otherwise.</p> <p>All enquiries, requests, reservations, correspondence and complaints must be handled promptly and courteously.</p>
<b>All Stars</b>	



	<p>It must be made clear to all visitors what is included and excluded in all quoted prices.</p> <p>The property's pricing structure should be available on request and all prices must include VAT.</p> <p>Full details of the establishment's cancellation policy must be made clear to guests at the time of booking.</p> <p>Details of any unique in-house policies (e.g. pet policies) must be communicated to guests at the time of booking.</p> <p>The amenities, facilities and services provided by the establishment must be described fairly and truthfully to all visitors and prospective visitors, whether by advertisement, brochure, web site, verbal communication or other means.</p> <p>Should amenities, facilities and/or services not provided by the establishment be advertised or promoted in the establishment's marketing material, this must be clearly stipulated and the distance between the establishment and these amenities, facilities and/or services clearly indicated.</p> <p>Full details of the number of sites, including the maximum number caravans, tents, motor homes, vehicles and/or people per site must be provided on request.</p> <p>In addition, information on the maximum number of sites available and people that can be accommodated at the establishment must be provided on request.</p> <p>Domestic rules should be communicated to guests clearly and concisely either prior to or on guest arrival.</p>
--	---



## 1. BUILDING and GROUNDS EXTERIOR

1.1 APPEARANCE OF BUILDINGS	
<b>All Stars</b>	<p>Outside the park, there should be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage.</p> <p>Within the park, paths should be adequately lit (if appropriate) and, where necessary, directional signage and/or site plans should be provided to guide guests around the park.</p>
	Acceptable general appearance, maintenance and condition. Minor maintenance issues may be present such as natural weathering to building exteriors.
	Good general appearance, maintenance and condition. Minor maintenance issues may be present such as natural weathering to building exteriors.
	Very good general appearance, maintenance and condition. There should be no obvious maintenance issues. Paintwork, windows, drains, guttering, etc should be in a good state of repair, though not necessarily new. There should be no obvious structural defects or visible damage.
	Excellent general appearance, maintenance and condition, with no apparent maintenance issues at all. The establishment has an attractive and inviting impression.
	Outstanding general appearance, maintenance and condition, with no apparent maintenance issues at all. The establishment should create an attractive and inviting impression that creates a sense of luxury.





## 1.2 GROUNDS and GARDENS



<b>All Stars</b>	<p>Seasonal changes, environmental concerns, water availability and water usage must be taken into account.</p> <p>The exterior of all buildings must be well maintained and be in a sound and clean condition.</p> <p>All grounds and gardens under the control of the operator must be neat, well maintained and appropriate.</p>
	Grounds and gardens well maintained, kept tidy and safe.



	Basic but functional garden furniture should be provided in all garden areas for guest use.
★★★	Grounds and gardens well maintained, kept tidy and safe. Adequate and functional garden furniture should be provided in all garden areas for guest use.
★★★★	Grounds and gardens attractively maintained, kept tidy and safe. Good quality and functional garden furniture is provided in all garden areas for guest use.
★★★★★ and ★★★★★	Grounds and gardens are in excellent condition with attention to detail, including landscaping, driveways and appropriate garden architectural features. Well-finished and good quality garden furniture is provided in all garden and recreational areas for guest use.
<b>Universal Accessibility</b>	
	<p>Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.</p> <p>Grounds and garden pathways kept clear of obstacles / obstructions.</p> <p>Fixed, level, matt and slip resistant ground and floor surfaces.</p> <p>Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.</p> <p>No steps en-route to facilities.</p> <p>Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.</p> <p>Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.</p>
<b>1.3 PARKING, DRIVEWAYS, ROADS and SIGNAGE</b>	
<b>All Stars</b>	<p>Where possible and appropriate, service roads should be weather proof (i.e. remain firm under all weather conditions), well constructed and allow free access to all sites.</p> <p>Adequate signage needs to be clearly visible, both on and off the property ensuring guests are correctly guided to the appropriate entrances at all times.</p> <p>Where traffic-calming measures are installed on internal service roads these should not cause damage to towing vehicles and caravans when travelling at specified speeds.</p> <p>Traffic calming measures should be adequately sign posted and marked.</p>
<b>Universal Accessibility:</b>	
	<p>Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.</p> <p>No steps en-route to entrance from street or parking area.</p> <p>Number of designated 3500mm wide parking bays. For every 50 bays at least 1 should be 3500mm in width.</p> <p>1 bay for 20-50 bays</p> <p>2 bays for 50-100</p> <p>etc.</p> <p>Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)</p> <p>Entrance route surface should be firm and even and slip-resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.</p>



1.4 EXTERIOR LIGHTING	
<p><b>All Stars</b></p>	<p>Within the park, paths should be adequately lit (if appropriate) and where necessary directional signage and/or site plans should be provided to guide guests around the park. Entrances to all facilities, ablutions, bathrooms, and public and communal areas must be well lit at night dependent on location and nature of park. Consideration should be given to a park owner's conservation policy to avoid inappropriate light pollution through the use of screened, timed, movement sensitive or down lighting of parks and roads.</p>
	<p><b>and</b></p> <p>All internal roads, and especially paths to ablution facilities, should be well lit. Surrounding areas and entrances to and from the ablutions, games room, play grounds and communal areas must be appropriately illuminated at night. Low-level lighting must be used along all paths and roads, and low energy light bulbs should be used where appropriate. Consideration must be given to whether lighting is appropriate to the environment, while being sufficient to satisfy s guests' sense of security and safety Alternative lighting such as gas or kerosene lighting may be considered appropriate in certain circumstances.</p>
1.5 SAFETY AND SECURITY	
<p><b>All Stars</b></p>	<p>Appropriate safety and security measures throughout the establishment at all times. Person responsible for safety and security on call 24 hours a day, 7 days a week. Emergency information, procedures and after hours contacts for assistance clearly displayed in English and in pictograms. Guests to have secure access into facility / establishment. Emergency evacuation procedures provided orally or by an audio system.  An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to the requirements of the SANS 10400-S and must be inspected on a regular basis by the relevant local authority.  Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.</p>
Universal Accessibility:	
	<p>At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests. On request, places of accommodation should be able to provide a system for logging cell phone numbers of guests and be able to respond to SMS communication sent from guests whilst accommodated.  Where two-communication systems are employed for security and safety purposes, these should provide a flashing-light mechanism that lights up once confirmation has been received that the signal has been acknowledged. Provision should be made for such communication devices to be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.  There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation kept at a secure and accessible place. Emergency evacuation procedures taking into account the needs of guests with functional auditory, visual and mobility limitations. It is essential that emergency evacuation procedures are developed and provide in written format.</p>

## 2. BATHROOMS and ABLUTIONS


2.1 Type of Bathroom	
<b>All Stars</b>	<p>Bathrooms can be communal, private or family facilities.</p> <p>Separate bathroom facilities should be provided for male and female guests unless private or family facilities are offered.</p> <p>Where appropriate privacy should be provided between individual washing, shower, bath and toilet areas.</p> <p>All ablutions should have sufficient space to allow freedom of movement for guests and access to all fittings.</p> <p>Clean, running cold and hot water is to be available at all times, unless otherwise advertised.</p> <p>All toilets, washbasins, showers, baths and other plumbing must be in good working order and free from trapping surfaces such as porcelain cracks and chips, and broken toilet seats.</p> <p>There should be a reasonable number of male and female ablution facilities (shower or bath, toilet and washbasin) for the maximum number of guests the park can accommodate.</p> <p>As a guideline it is recommended that there is at least 1 male and 1 female shower or bath, toilet and washbasin for every 8 six-person sites in the park.</p>
	Bathrooms to include toilet, hand basin and bath or shower cubicles suitable for the amount of guests in park. A shower over bath tub is also acceptable.
	All bathrooms should have sufficient vanity space at hand wash basins, as well as separate shower or bath cubicles. A shower over bath tub is also acceptable.
	<p>Any private or family bathrooms in the facility should be of a 5-star standard.</p> <p>All bathrooms should have ample vanity space at hand wash basins.</p> <p><b>and</b> Bathrooms must have a toilet, hand basin, a separate bath cubicle as well as separate shower cubicle.</p> <p>If establishments incorporate family bathrooms within the facility, showers, baths and hand basins may be open plan.</p> <p>Sufficient vanity space should be provided within the bathroom.</p>
Universal Accessibility:	
	<p>No coat hooks or other projections that extend more than 3cm from the wall or doors. <i>(It is important to ensure that no harmful obstructions project from the walls.)</i></p> <p>Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.</p> <p>Flooring to have no design obstructions.</p> <p>Flashing light linked to alarm.</p> <p>Bathroom instructions must be provided in large print.</p> <p>Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone communication etc.</p> <p>Use of colour contrasting surfaces.</p> <p>Hot pipes must be well insulated.</p> <p>The access door should be fitted with an emergency release lock.</p>
2.2 Fixtures and Fittings	
	All basin, bath and shower taps must be in good working order with sufficient hot and cold water supply.

<p><b>All Stars</b></p>	<p>Bath and shower taps should provide a strong and easily adjustable flow of water. There should be sufficient towel rails or clothes hooks for the number of guests using the facility. Sufficient open vanity or shelving space at washbasins should be provided. All bathrooms must be equipped with:  Internal locks or bolt on bathroom doors except where open plan bathrooms exist. In this instance, the toilet must be lockable or screened.  Non-slip surfaces or mats for use in showers.</p>
<p></p>	<p><b>to</b></p> <p>All water taps at washbasins, baths and showers are to be of good quality.  Shower roses to be of good quality.  All bathroom fixtures and furnishings of good quality and functional. Porcelain fittings (washbasins, toilets and urinals) are to be in good condition with minimal cracks visible.</p>
<p></p>	<p><b>and</b></p> <p>All bathroom fixtures and furnishings are to be of high quality materials and attractive design.  Porcelain fittings (washbasins, toilets and urinals) should be of excellent to outstanding quality and condition with no cracks visible.  High quality vanity surfaces at washbasins, preferably marble or granite, to be provided. Excellent quality and condition tiled or post-form surfaces are also acceptable.  All water taps at washbasins, baths and showers are to be of outstanding quality with no leaks or dripping faucets.  Shower roses should be of outstanding quality, and should incorporate water saving features with no leaks or drips.  All plumbing below basins must be suitably screened, and water pipes to washbasins, baths and showers should not be visible.</p>


<p><b>2.3 Shower and Bath Cubicles and Dressing Areas</b></p>	
<p><b>All Stars</b></p>	<p>Privacy must be provided between individual bath and shower cubicles. All communal bath/shower units or cubicles must be lockable from the inside.  All communal bath/shower units or cubicles must have clear access to and adjacent dry area in which to hang clothes, get dressed, etc.  All clothes hooks in shower and bath cubicles must be positioned so that the clothing cannot come into contact with water from the facility.  At least one clothes hook should be conveniently placed so that a towel can be hung within easy reach from the shower cubicle or from the bath.</p>
<p></p>	<p>A fixed soap dish or stand should be provided in each bath/shower cubicle. Shower curtains are acceptable but not recommended – shower screen doors are preferred. Where shower curtains are used, these must be free of stains, tears, holes and mould. Sufficient clothes hanging facilities should be provided.</p>
<p></p>	<p><b>and</b></p> <p>A fixed soap dish or stand must be provided in each bath/shower cubicle. More than adequate clothes hanging facilities must be provided.  There should be a stool and/or bench in each shower/bath cubicle.  A safety grab rail should be fitted in at least 1 bath and 1 shower cubicle in both male and female bathrooms.  Good water drainage must be ensured.</p>

	<p>Shower screen doors must be used.</p>
	<p>Shower or bath caddy to be fitted in each shower cubicle as well as within easy reach from bathtubs. There must be a stool and/or bench in each shower/bath cubicle. Shower screen doors must be used. A safety grab rail must be fitted in more than 1 bath and more than 1 shower cubicle in both male and female bathrooms. Spacious drying and changing facilities must be provided in each shower/bath cubicle.</p>


**Universal Accessibility:**

	<p>Hot water pipes must be well insulated or screened.</p> <p><b>Bath (where provided)</b></p> <ul style="list-style-type: none"> <li>• Minimum requirement for access space at the side of the bath is 80cm.</li> <li>• The space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the mobility device to the bath without any obstacles at the side of the bath.</li> <li>• Height of the edge of the bath should be between 45cm - 50cm.</li> <li>• This would enable a guest using a wheelchair or other mobility device to transfer from the device to use the bath at the same height and back again. Varying heights can make it impossible for guests to transfer into and out of the bath.</li> <li>• Lever action bath mixer with hand shower.</li> <li>• A person with a functional physical or mobility limitation will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and cold knobs, which can often result in severe burns from hot water, as the water flow cannot be properly controlled.</li> </ul> <p><b>Roll-in Shower</b></p> <ul style="list-style-type: none"> <li>• There should be a clear, unobstructed 120cm x 120cm space in front of the shower seat.</li> <li>• Provision should be made for a 40cm x 40cm fold-down shower seat at a height of between 45cm - 50cm above the floor.</li> <li>• A vertical and cranked grab-bar should be installed in the correct position. The vertical grab-bar should be 60cm long and the cranked grab-bar should be set at 80cm above the floor.</li> <li>• The width of the entrance to the roll-in shower should be at least 80 cm.</li> </ul>
---	--




**2.4 Mirrors and Mirror Lighting**

<p><b>All Stars</b></p>	<p>Well lit mirror/s should be situated above or adjacent to the hand wash basins.</p>
	<p>&amp; At least one full-length mirror must be provided in each female ablution block. All mirrors are to be attractively framed or set into the tiling.</p>


**Universal Accessibility:**

	<p>Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of 180cm</p>
---	---

**2.5 Toilet Cubicles**

<p><b>All Stars</b></p>	<p>Privacy must be provided between individual toilet facilities. All doors must be lockable from inside. There should be adequate ventilation for each cubicle using an extractor fan or opening window. Toilets should all have a separate seat and lid, and should be in good condition. All toilet cubicles should be equipped with:</p> <ul style="list-style-type: none"> <li>• A lidded disposal bin and/or sanitary bags.</li> <li>• Toilet paper and holder plus spare toilet rolls.</li> <li>• Toilet brush with holder.</li> </ul>
	<p>At least one clothes hook should be fitted in each toilet cubicle. Single-ply toilet paper is acceptable. A safety grab rail should be fitted in at least 1 toilet cubicle in both male and female facilities. Urinals must be suitably deodorised or designed to ensure that they are odour free.</p>
	<p>Single-ply is acceptable, but two-ply toilet paper is preferred. Each cubicle should also contain a toilet paper holder plus spare toilet rolls. A safety grab rail must be fitted in at least 1 toilet cubicle in both male and female facilities.</p>
	<p>Two-ply toilet paper is required. Each cubicle should also contain a toilet paper holder plus spare toilet rolls. A safety grab rail must be fitted in more than 1 toilet cubicle in both male and female facilities.</p>

**Universal Accessibility:**

	<p>Flooring should have no design obstructions. All accessories and toiletries need to be within easy reach from a sitting position. Well illuminated toilet cubicle.</p> <p><b>i. Toilet Pan</b></p> <p>Toilet seat height should be between 45cm - 50cm. 80cm wide transfer space to side of pan. Front edge of pan to project at least 69cm from the rear wall. Centreline of toilet not more than 48cm from wall opposite transfer space. Extended flush handle located on side of transfer space of cistern. Cranked grab-bar should be located 80cm above floor finish. Horizontal grab bar located at 80cm above the floor finish. This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.</p>
---	---






	<p>The back rest of the toilet, when raised to an upright position, must remain upright. Hand basin provided in the correct configuration related to the toilet pan. Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.</p>
--	---


## 2.6 Hand Washing and Drying Facilities

*Note: If family bathrooms are in operation in the park, then at least 1 hand basin with mirror, hot and cold running water, and hand washing and drying facilities must be provided for guest use.*


*This facility must be installed at the entrance to the family bathroom/s and must comply with the relevant Star level applied for.*






	<p><b>and</b> Basic hand washing and drying facilities should be provided.</p>
	<p>A very good quality, clean, absorbent, cotton hand towel should be provided, and must be replaced daily. Towels must be free of stains. Alternatively, paper towelling or a hot air hand drying facility must be provided. A good quality liquid soap dispenser must be provided. Alternatively wrapped hand soap must be provided daily at all wash basins.</p>
	<p><b>and</b> An excellent to outstanding quality clean, absorbent, cotton hand towel must be provided, and must be replaced daily. Towels must be free of stains. Alternatively, paper towelling or an excellent quality hot air hand drying facility must be provided. An excellent to outstanding quality liquid soap dispenser must be provided. Alternatively high quality individually wrapped hand soap should be provided daily at all wash basins.</p>






### Universal Accessibility:

	<p>Liquid soap dispensers and paper towelling or hot air hand drying facility must not be higher than 100cm from the floor.</p>
--	---







## 2.7 Ventilation and Lighting




<p><b>All Stars</b></p>	<p>Adequate ventilation and extraction via opening window or extractor fan must be provided in all bathrooms. There should be adequate lighting in all areas. Energy-saving initiatives to be respected. Light switches must be located at the entrance door to the bathroom facility. There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.</p>
	<p>Acceptable lighting coverage and ventilation across all areas of the bathroom.</p>

	Good lighting coverage and ventilation across all areas of the bathroom.
	Very good lighting coverage and ventilation across all areas of the bathroom. All rooms should have light switches located on the inside of each doorway or an effective automated equivalent such as motion sensor activated lighting.
	Light fittings are to be of excellent quality, covered and/or recessed. Excellent lighting coverage and ventilation across all areas of the bathroom. Direct frontal lighting should be provided at all washbasins.
	Outstanding quality working light fittings without any maintenance issues. Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom. Direct frontal lighting should be provided at all washbasins.
<b>Universal Accessibility:</b>	
	All areas in bathroom must be well and evenly lit. Height of light switches and controls should be between 80cm - 120cm.



<b>2.8 Walls: Tiling and Paintwork</b>	
	All walls to be reasonably painted.
	Tiling must be of an acceptable quality with little or no cracked or broken tiles.
	All walls are to be well painted with little or no mismatch of colours. Tiling must be of a good quality with little or no cracked or broken tiles.
	Excellent quality tiling covering at least 50% of the wall height from the floor up. There should be no cracked or broken tiles evident. Paintwork must be of excellent quality and finish with no mismatch of colours. Walls must not be cracked or damaged.
	Outstanding quality tiling covering at least 50% of the wall height from the floor up, but preferably floor to ceiling. Added décor such as tile motifs or patterns to enhance the tiling. There should be no cracked or broken tiles evident. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Walls must not be cracked or damaged.

<b>2.9 Flooring and Ceilings</b>
----------------------------------

	<p>Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.</p>
	<p>Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface. Ceilings, if fitted, must be well painted, free from any mildew or damage. No sagging panels should be visible.</p>
	<p>All flooring to be of an excellent quality non-slip floor tiling or floor coating. There should be no cracked floor tiling visible. Ceilings must be fitted and be well painted, free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>
	<p>All flooring to be of an outstanding quality non-slip floor tiling. There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping. Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces. Flooring should have no design obstructions.</p>
<p><b>2.10 Windows, Doors and Frames</b></p>	
<p><b>All Stars</b></p>	<p>All bathrooms must be adequately ventilated with adequate windows opening directly into the open air. If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided. If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks. Grout or cement filling between glass bricks must be well applied. For guest privacy purposes, all windows in the bathroom (if present) should either be tinted, frosted, opaque or of other glass that ensures guest privacy. Alternatively windows should be covered with an opaque curtain, blind or shutter.</p>
	<p>All window frames and window panes must be in acceptable condition with little or no cracked window panes evident. &amp; Excessive wood rot is not acceptable in wooden doors, door and window frames. All doors and windows should be able to open, close and latch easily.</p>
	<p>All window frames, doors and door frames should have little or no wood rot noticeable.</p>

	<p>All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident. All putty in window frames should be in good condition, clean and well painted.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in excellent condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames. All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in outstanding condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames. All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.</p>

### 2.11 Portable Chemical Toilet Service and Disposal Area

<p><b>All Stars</b></p>	<p>A service area for the disposal of caravan or camper chemical toilet waste should be provided at or in close proximity to, existing ablution facilities. All new “purpose-built” 4- and 5-Star parks must provide this facility. Provision of a ceramic or stainless steel pan or toilet bowl with a flush system and tap and hose for rinsing the portable chemical toilet cassette should be made. The pan or bowl must have a similar easy to clean surround. The area should be enclosed or under cover, and be provided with lighting. Where private bathrooms or family bathrooms only are provided, the portable chemical toilet service area must be in a separate facility.</p>
	<p><b>to</b> The portable chemical toilet service area should be in a separate facility, preferably closed area. If a separate facility is not possible, it could be situated within the communal ablution facility, preferably in the male ablution section.)</p>
	<p><b>and</b> The portable chemical toilet service area must be in a separate facility, preferably within an enclosed area.</p>

### 2.12 Purpose Built Universal Accessibility Bathroom for persons with Mobility Limitations

#### Universal Accessibility:

	<p>All emergency warning and evacuation systems should be linked to a flashing emergency light in the bathroom. Emergency evacuation instructions must be provided in large print. An emergency pull cord linked to a monitored alarm system (cord must reach floor level) must be fitted in the bathroom. Surfaces (including walls, floors and counters) should be finished in contrasting colours. Hot water pipes must be well insulated or screened. Minimum size of unobstructed floor space is to be 80cm x 120cm. This allows movement in the bathroom using a long cane without the guest injuring themselves by bumping into the toilet, bath/shower, etc.</p>
--	--



The access door should be fitted with an emergency release lock.

This is to enable the access door to open easily, should there be a need to escape in an emergency.

No coat hooks or other projections that extend more than 3cm from the wall or doors.

Remote emergency call system in bathroom.

In the event of an emergency occurring in the bathroom, there must be a method of calling for assistance.

Audio and visual emergency warning and evacuation systems.

This provides guests with functional visual limitations with an enunciated call that there is an emergency situation and that they should commence with the evacuation procedures.

There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.

This enables a guest using a wheelchair or mobility aid to comfortably access bathroom.

Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.

#### **i. Bath (where provided)**

Minimum requirement for access space at the side of the bath is 80cm.

The space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the mobility device to the bath without any obstacles at the side of the bath.

Height of the edge of the bath should be between 45cm - 50cm.

This would enable a guest using a wheelchair or other mobility device to transfer from the device to use the bath at the same height and back again. Varying heights can make it impossible for guests to transfer into and out of the bath.

Lever action bath mixer with hand shower.

A person with a functional physical or mobility limitation will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and cold knobs, which can often result in severe burns from hot water, as the water flow cannot be properly controlled.

#### **ii. Roll-in Shower.**

There should be a clear, unobstructed 120cm x 120cm space in front of the shower seat.

Provision should be made for a 40cm x 40cm fold-down shower seat at a height of between 45cm - 50cm above the floor.

A vertical and cranked grab-bar should be installed in the correct position. The vertical grab-bar should be 60cm long and the cranked grab-bar should be set at 80cm above the floor.

The width of the entrance to the roll-in shower should be at least 80 cm.

#### **iii. WC Pan.**

80cm wide transfer space to side of pan.

Front edge of pan to project at least 69cm from the rear wall.

Centreline of toilet not more than 48cm from wall opposite transfer space.

Extended flush handle located on side of transfer space of cistern.

Cranked grab-bar should be located 80cm above floor finish.

Horizontal grab bar located at 80cm above the floor finish.

This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.

The back rest of the toilet, when raised to an upright position, must remain upright.


Hand basin provided in the correct configuration related to the toilet pan.  
Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.

### 3. HOUSEKEEPING - BATHROOMS / ABLUTIONS

#### 3.1 Provision

<p><b>All Stars</b></p>	<p>Any assessment of cleanliness should consider the parks' physical environment. A high degree of overall cleanliness and attention to detail should be evident. Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, lights and fittings, mirrors and all other visible areas should be assessed. It is expected that ablution facilities will remain clean for a succession of users, even in busy periods. It is recommended that an ablution block attendant be on duty to facilitate continuous cleaning especially during busy periods. This is highly recommended in the case of 4- and 5-Star parks. Should ablution block attendants be used during busy periods, these attendants should be gender specific (a male attendant in male facilities, a female attendant in female facilities). All ablutions must be thoroughly cleaned at least daily with suitable disinfecting or sanitizing chemical cleaners. Tiling grout should be kept clean in all areas, at all times. The ceilings above shower and bath cubicles must be kept clean at all times, with special attention being paid to ceilings above steam generating facilities. Surfaces, porcelain, vanity shelves and counters, and floors should all be clean with all areas showing good housekeeping and maintenance.</p>
-------------------------	--

#### Universal Accessibility:

	<p>Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be able to offer assistance to these guests if requested.</p>
---	--




### 4. SCULLERIES and CAMP KITCHENS

#### 4.1 Type of Scullery and/or Camp Kitchen

<p><b>All Stars</b></p>	<p>A scullery for dishwashing purposes and/or camp kitchen must be provided for guest use. Sculleries or camp kitchens should have an adequate roof, should preferably be totally enclosed and protected from the elements and must be appropriately lit. Each sink (single or double) must be equipped with a draining board and plug. Sculleries should be permanent, good quality facilities and not only be a "lean-to" added to the side of an ablution block. Sculleries can be communal, private, included in a camp kitchen, or combination of scullery and camp kitchen. The facility, its' equipment and fittings should be of the same quality standard offered in the parks' ablution or bathroom facilities. Sculleries and camp kitchens must not be situated within ablutions or bathrooms.</p>
-------------------------	--











	<p>Sculleries and camp kitchens and laundries may be housed in the same room.</p> <p>All sculleries and camp kitchens should have sufficient space to allow freedom of movement for guests and access to all fittings.</p> <p>Clean, running cold and hot water is to be available at all times, unless otherwise advertised.</p> <p>A broom, mop, dustpan and brush should be provided in each scullery or camp kitchen.</p> <p>All sinks, work surfaces and plumbing must be in good working order and free from trapping surfaces such as cracks, chips and broken tiles.</p>
--	--

#### 4.2 Fixtures and Fittings


<b>All Stars</b>	<p>All sinks, taps and mixers must be in working order with sufficient hot and cold water supply at all times, unless otherwise advertised.</p> <p>There must be a strong and easily adjustable flow of water at the sinks.</p> <p>An appropriate fire extinguisher (foam or powder, not water) designated as suitable for kitchen fires should be located at or near the entrance to the facility.</p> <p>If situated in an enclosed indoor area, there should be an externally opening window.</p> <p>A covered waste disposal bin with liner must be provided.</p> <p>There must be sufficient sinks (single or double), with draining boards and plugs, for the typical number of guests using the facility simultaneously.</p> <p>In camp kitchens a stove (gas or electric) with at least 2 hot-plates must be provided.</p> <p>In camp kitchens a (preferably wall-mounted) hot water urn must be provided for tea or coffee making.</p> <p>In camp kitchens a refrigerator with a freezer compartment must be provided.</p> <p>Suitable refrigeration and freezer facilities should be made available for guests travelling without this facility.</p> <p>A table/s with sufficient seating should be provided in all camp kitchens.</p>
	<p>At least one hygienic work surface.</p> <p><b>and</b></p> <p>A sink (single or double) with plugs and a draining board must be provided.</p> <p>All work surfaces should be functional with minimal marks, splashing, grease or other signs of cooking.</p>
	<p>All work surfaces should be functional with minimal marks, splashing, grease or other signs of cooking.</p> <p>A sink (single or double) with plugs and a draining board, and possibly a hygienic and clean dish drying rack should be provided.</p>
	<p>Durable kitchen surfaces, of a high quality, showing no signs of wear and tear or visible marking.</p> <p>Preferably a double sink of exceptional to outstanding quality equipped with plugs, a draining board and dish drying rack should be provided.</p> <p><b>and</b></p> <p>All water taps and mixers at sinks should be of excellent to outstanding quality with no leaks or dripping taps.</p> <p>All plumbing below washbasins must be suitably screened and water pipes are not to be visible either above or below sinks and counters.</p>

#### 4.3 Ventilation and Lighting





	<p>Adequate ventilation and extraction via opening window or extractor fan must be provided in all sculleries and/or camp kitchens.</p>
--	---

<p><b>All Stars</b></p>	<p>There should be adequate lighting in all areas. Energy-saving initiatives to be respected. Light switches must be located at the entrance door to the scullery or camp kitchen facility. There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.</p>
<p> </p>	<p><b>and</b> Good lighting coverage and ventilation across all areas of the scullery or camp kitchen.</p>
<p></p>	<p>Very good lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces. All sculleries or camp kitchens should have light switches located on the inside of each doorway or an effective automated equivalent such as motion sensor activated lighting.</p>
<p></p>	<p>Light fittings are to be of excellent quality, covered and/or recessed. Excellent lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces.</p>
<p></p>	<p>Outstanding quality working light fittings without any maintenance issues. Outstanding illumination, lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces.</p>
<p><b>Universal Accessibility:</b></p>	
<p></p>	<p>All areas in scullery or camp kitchen must be well and evenly lit. Height of light switches and controls should be between 80cm - 120cm.</p>
<p><b>4.4 Walls: Tiling and Paintwork</b></p>	
<p> </p>	<p><b>and</b> All walls to be reasonably painted. Tiling must be of an acceptable quality with little or no cracked or broken tiles.</p>
<p></p>	<p>All walls are to be well painted with little or no mismatch of colours. Tiling must be of a good quality with little or no cracked or broken tiles.</p>
<p></p>	<p>Excellent quality tiling covering at least 50% of the wall height from the floor up. There should be no cracked or broken tiles evident. Paintwork must be of excellent quality and finish with no mismatch of colours. Walls must not be cracked or damaged.</p>
	<p>Outstanding quality tiling covering at least 50% of the wall height from the floor up, but preferably floor to ceiling.</p>




	<p>Added décor such as tile motifs or patterns to enhance the tiling. There should be no cracked or broken tiles evident. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Walls must not be cracked or damaged.</p>
---	---

**4.5 Flooring and Ceilings**






	<p><b>and</b> Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.</p>
	<p>Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface. Ceilings, if fitted, must be well painted, free from any mildew or damage. No sagging panels should be visible.</p>
	<p>All flooring to be of an excellent quality non-slip floor tiling or floor coating. There should be no cracked floor tiling visible. Ceilings must be fitted and be well painted, free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>
	<p>All flooring to be of an outstanding quality non-slip floor tiling. There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>

**Universal Accessibility:**

	<p>Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping. Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces. Flooring should have no design obstructions.</p>
---	---


**4.6 Windows, Doors and Frames**

<p><b>All Stars</b></p>	<p>All sculleries and camp kitchens must be adequately ventilated with adequate windows opening directly into the open air. If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided. If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.</p>
-------------------------	---

	<p>Grout or cement filling between glass bricks must be well applied.</p> <p>If deemed necessary for guest privacy purposes all windows in the sculleries or camp kitchens (if present) should be either tinted, frosted, opaque or of other glass that ensures guest privacy.</p>
	<p><b>and</b> All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.</p> <p>Excessive wood rot is not acceptable in wooden doors, door and window frames.</p> <p>All doors and windows should be able to open, close and latch easily.</p>
	<p>All window frames, doors and door frames should have little or no wood rot noticeable.</p> <p>All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.</p> <p>All putty in window frames should be in good condition, clean and well painted.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident.</p> <p>All putty in window frames should be in excellent condition, clean and well painted.</p> <p>No wood rot should be noticeable in window frames, doors or door frames.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident.</p> <p>All putty in window frames should be in outstanding condition, clean and well painted.</p> <p>No wood rot should be noticeable in window frames, doors or door frames.</p>
<b>Universal Accessibility:</b>	
	<p>There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.</p> <p>This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.</p> <p>Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.</p>

## 5. HOUSEKEEPING – SCULLERIES and CAMP KITCHENS

<b>5.1 Provision</b>	
<p><b>All Stars</b></p>	<p>All sculleries and camp kitchens must be thoroughly cleaned at least daily with suitable disinfecting or sanitizing chemical cleaners.</p> <p>A high degree of overall cleanliness and attention to detail should be evident.</p> <p>Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, pipe work, lights and fittings, extractor fans, the interiors and exteriors of all installed machines, and all other visible areas should be assessed.</p> <p>Tiling grout should be kept clean in all areas, at all times.</p> <p>All work surfaces to be clean with no grime or smears visible.</p> <p>All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.</p>
<b>Universal Accessibility:</b>	

	<p>Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be able to offer assistance to these guests if requested.</p>
---	--






## 6. LAUNDRIES and DRYING AREAS






### 6.1 Type of Laundries and Drying Areas

<p><b>All Stars</b></p>	<p>If appropriate to the market (parks catering to holidaymakers and/or long-stay travellers), and not readily available in the surrounding area, a laundry facility should be provided for guest use.</p> <p>The laundry should be equipped and fitted with at least washing machines and/or deep hand-washing troughs.</p> <p>Laundry facilities may be located in the same vicinity or room as a scullery.</p> <p>Laundries must not be situated within ablutions or bathrooms.</p> <p>All laundries should have sufficient space to allow freedom of movement for guests and access to all fittings.</p> <p>Clean, running cold and hot water should be available at all times, unless otherwise advertised.</p> <p>A broom, mop, dustpan and brush should be provided in each laundry if not situated in the same room as the scullery or camp kitchen.</p> <p>A clothes drying/hanging area must be provided for guest use.</p> <p>This area should be hidden from general view and should be enclosed, with sufficient good quality clothes hanging lines installed.</p>
-------------------------	---

### 6.2 Fixtures and Fittings

<p><b>All Stars</b></p>	<p>All sinks, deep troughs, taps and mixers must be in working order with sufficient hot and cold water supply at all times, unless otherwise advertised.</p> <p>There must be a strong and easily adjustable flow of water at the sinks.</p> <p>An appropriate fire extinguisher (foam or powder, not water) designated as suitable for kitchen fires should be located at or near the entrance to the facility.</p> <p>Washing and drying equipment may be either domestic or industrial.</p> <p>Coin or disk operated equipment is acceptable.</p> <p>All equipment must to be in good working condition.</p> <p>Clear operating instructions for all equipment, with usage tariffs and acceptable means of payment must be clearly displayed.</p> <p>If situated in an enclosed indoor area, there should be an externally opening window.</p> <p>Alternatively, adequate ventilation for the facility must be provided.</p> <p>Good quality tiled flooring, considering ease of cleaning, hygiene and guest safety must be provided in all laundry areas.</p> <p>The facility, its' equipment and fittings should be of the same quality standard offered in the parks' ablution or bathroom facilities.</p>
-------------------------	---

 	<p><b>and</b> At least 1 work surface suitable for clothes sorting and folding should be provided.</p>
	<p>Electrical power points and ironing boards must be provided in the laundry area.</p>
 	<p><b>and</b> Durable working or clothes sorting surfaces, of a high quality, showing no signs of wear and tear or visible marking should be provided.</p> <p>All washing and drying equipment must be clean, well maintained and no rust should be visible.</p> <p>All water taps and mixers at wash troughs are to be of excellent to outstanding quality with no leaks or dripping taps.</p> <p>All plumbing below wash troughs should be suitably screened and water pipes are not to be visible.</p>

6.3 Ventilation and Lighting	
<p><b>All Stars</b></p>	<p>Adequate ventilation and extraction via opening window or extractor fan must be provided in all laundry facilities.</p> <p>There should be adequate lighting in all areas.</p> <p>Energy-saving initiatives to be respected.</p> <p>Light switches must be located at the entrance door to the facility.</p> <p>There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.</p>
	<p>Acceptable lighting coverage and ventilation across all areas of the laundry.</p>
	<p>Good lighting coverage and ventilation across all areas of the laundry.</p>
	<p>Very good lighting coverage and ventilation across all areas of the laundry.</p> <p>All laundries should have light switches located on the inside of each doorway or an effective automated equivalent such as motion sensor activated lighting.</p>
	<p>Light fittings are to be of excellent quality, covered and/or recessed.</p> <p>Excellent lighting coverage and ventilation across all areas of the laundry.</p>
	<p>Outstanding quality working light fittings without any maintenance issues.</p> <p>Outstanding illumination, lighting coverage and ventilation across all areas of the laundry.</p>

**Universal Accessibility:**










All areas in laundry must be well and evenly lit.










Height of light switches and controls should be between 80cm - 120cm.

6.4


Walls: Tiling & Paintwork	
	<p>and</p> <p>All walls to be reasonably painted. Tiling must be of an acceptable quality with little or no cracked or broken tiles.</p>
	<p>All walls are to be well painted with little or no mismatch of colours. Tiling must be of a good quality with little or no cracked or broken tiles.</p>
	<p>If installed, tiling should be of an excellent quality covering at least 50% of the wall height from the floor up. There should be no cracked or broken tiles evident. Paintwork must be of excellent quality and finish with no mismatch of colours. Walls must not be cracked or damaged.</p>
	<p>If installed, tiling should be of an outstanding quality covering at least 50% of the wall height from the floor up, but preferably floor to ceiling. Added décor such as tile motifs or patterns to enhance the tiling. There should be no cracked or broken tiles evident. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Walls must not be cracked or damaged.</p>

6.5 Flooring & Ceilings	
	<p>&amp; Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.</p>
	<p>Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface. Ceilings, if fitted, must be well painted, free from any mildew or damage. No sagging panels should be visible.</p>
	<p>All flooring to be of an excellent quality non-slip floor tiling or floor coating. There should be no cracked floor tiling visible. Ceilings must be fitted and be well painted, free from any mildew or damage. No sagging panels should be visible.</p>

	In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an outstanding quality non-slip floor tiling. There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
<b>Universal Accessibility:</b>	
	Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping. Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces. Flooring should have no design obstructions.
<b>6.6 Windows, Doors and Frames</b>	
<b>All Stars</b>	All laundries must be adequately ventilated with adequate windows opening directly into the open air. If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided. If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks. Grout or cement filling between glass bricks must be well applied.
	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident. Excessive wood rot is not acceptable in wooden doors, door and window frames. All doors and windows should be able to open, close and latch easily.
	All window frames, doors and door frames should have little or no wood rot noticeable. All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident. All putty in window frames should be in good condition, clean and well painted.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in excellent condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames. All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in outstanding condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames. All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.
<b>Universal Accessibility:</b>	

	<p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Door-handles should be located at a height below 120cm.</p> <p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p>
---	--

## 7. HOUSEKEEPING – LAUNDRIES and DRYING AREAS

<b>7.1 Provision</b>	
<p><b>All Stars</b></p>	<p>All laundries must be thoroughly cleaned at least daily with suitable disinfecting or sanitising chemical cleaners.</p> <p>A high degree of overall cleanliness and attention to detail should be evident.</p> <p>Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, pipe work, lights and fittings, extractor fans, the interiors and exteriors of all installed machines, and all other visible areas should be assessed.</p> <p>Tiling grout should be kept clean in all areas, at all times.</p> <p>All work surfaces to be clean with no grime or smears visible.</p> <p>All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.</p>
<b>Universal Accessibility:</b>	
	<p>Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be able to offer assistance to these guests if requested.</p>


## 8. SITES FOR CARAVANS and CAMPING


Caravan and camping sites must be provided for guest use.



Caravans or tents on adjacent sites should be a reasonable and safe distance apart.

All caravan and camping sites should be positioned for relatively easy access to communal facilities.

<b>8.1 Size and Demarcation of Sites</b>	
<p><b>All Stars</b></p>	<p>Sites must be large enough to accommodate a caravan/motor home/tent and towing vehicle.</p> <p>There should also be sufficient space to erect a side tent if necessary within the boundaries of the site.</p> <p>In addition there should be sufficient space for the convenience of the guests around the camping vehicle and or tent.</p> <p>The <u>minimum</u> recommended site size for a caravan stand is approximately 8m x 10m</p> <p>The sites need not be demarcated for 1- to 3-Star properties.</p> <p>It is however highly recommended that all sites are demarcated by means of plants, stones, painted lines, wooden barriers, hedges, etc.</p>

	All sites should be clearly numbered for easy identification.
	<p>All sites must be level and clearly demarcated.</p> <p>Sites are typically larger with the average recommended site size for a caravan stand being approximately 10m x 12m.</p> <p>There must be a reasonable number of private or secluded sites available.</p> <p>All sites must be clearly numbered for easy identification.</p>

<b>8.2 Access and Overhead Clearance.</b>	
<b>All Stars</b>	<p>Caravan and camping sites must be accessible to and from a service road.</p> <p>There should be good overhead clearance for a variety of types and makes of caravans and tents.</p>
	<p>Access to the site should be easy with motor vehicle and caravan still hitched.</p> <p>It should not be necessary for a caravan to be unhitched and manually pushed onto the site.</p> <p>It is acceptable that the caravan or trailer be reversed onto the site by means of the tow vehicle, unhitched and then manually positioned and levelled.</p> <p>There must be no overhead branches from trees or shrubs that are able to touch or brush against the caravan or tent.</p> <p>Clearance above the caravan or tent must be at least 2.7m.</p>

<b>8.3 Surface and Drainage</b>	
	<p>All caravan and camping sites must be relatively level, even-surfaced and well drained.</p> <p>Sites should not flood during a period of average rainfall.</p> <p>There must be no protruding roots from nearby trees on the camping area.</p> <p>Trenches dug by campers prior to vacating the site must be filled and evened out as soon as possible to avoid an inconvenience to the next guest.</p> <p>The camping surface may be fully or partially grassed, well maintained gravel surface, brick paved or a combination of these surfaces.</p> <p>Concrete camping surfaces are not recommended.</p> <p>If the camping surface is brick paved this should be an area of at least 3m x 5m.</p> <p>Allowance must also be made for campers to be able to insert tent pegs between the paving bricks or blocks.</p>
<b>Universal Accessibility.</b>	
	<p>Sites for persons with functional mobility limitations should be positioned as close as possible to an ablution facility.</p> <p>These designated sites should be clearly signposted and/or closed to general campers.</p> <p>The designated sites should preferably have a clearly defined brick paved surface covering an area of at least 3m x 5m as well as easy access to a paved and ramped path to the ablution facility.</p>

<b>8.4 Site Facilities</b>	
<i>In those parks that accommodate caravans, each caravan site must have adequate and easily accessible electricity, unless otherwise advertised.</i>	



*There must be at least 1 power outlet per site*

*The distance from the site to the closest power point should be a maximum of 25m to prevent long lead cords being used.*




*Where there are separate sites allocated for tents only these may be excluded from this requirement.*

*All electrical power points on caravan and camping sites should meet SABS standards, be certified and conform to any and all legal requirements.*

**i. Electrical Power Points**


<p><b>All Stars</b></p>	<p>Depending on the natural environment and/or setting of the park, electrical supply might not be required. Such establishments must clearly specify that no electricity is offered at sites.</p> <p>If electrical points are provided to some or all of the sites it is recommended that a maximum of 4 electrical outlets per power box be provided.</p> <p>Each electrical box must be fitted with earth leakage circuit breakers, and all wiring must be suitably enclosed inside the power box to prevent accidental contact with exposed wiring.</p> <p>All electrical power boxes must be waterproof.</p> <p>Doors or lids of electrical power boxes must be able to be securely closed with power cords installed in their socket points (i.e. relief slots in the bottom of the box should accommodate these cords).</p> <p>All power boxes must be securely mounted on a suitable post at a height and location that is clearly visible to guests.</p> <p>Ideally all power outlets should be at least 1.8m from any water outlet.</p> <p>Guests should not be required to use a connector cord or extension cord of more than 25m in length in order to reach a power outlet, nor should it be necessary to lay a connector or extension cord across any access road or pedestrian pathway, or suspended over or through any another camp site.</p> <p>To prevent overloading of circuits and unnecessary circuit tripping, and to ensure guest safety, it is essential that all electrical points at caravan and camping sites adhere to all recognised electrical compliance regulations and standards.</p> <p>All electrical sockets on camping sites should be 230V single phase 10A - 15A or 20A outlets.</p> <p>Each site should have its own electrical point of not less than 10A with a separate circuit breaker for each point.</p>
-------------------------	---


**ii. Water Points and Drainage**

<p><b>All Stars</b></p>	<p>Sufficient taps with running water and adequate pressure must be available for guest use.</p> <p>These taps should be reasonably close and easily accessible to the caravan and camping sites.</p> <p>An efficient drainage system should, where possible, be installed at each tap to allow for wastewater run-off.</p> <p>All water taps must be securely mounted, clearly visible and positioned at a comfortable height.</p> <p>A drainage system should, be installed at each tap to allow for wastewater run-off.</p>
<p> </p>	<p><b>and</b></p> <p>There must be a high ratio of taps to the number of sites available.</p> <p>At least 1 tap for every 2 - 4 sites is recommended for 4-Star parks.</p>
<p></p>	<p>At least 1 tap for every 2 sites is recommended for 5-Star parks.</p> <p>A drainage system must be installed at each tap to allow for wastewater run-off.</p>

**iii. Refuse Bins**

	<p>Sites must be provided with suitable refuse disposal facilities.</p>
--	---


<b>All Stars</b>	<p>The number of refuse bins provided will depend on the frequency of refuse removal and usage levels. All bins should be emptied and cleaned at least daily. Refuse bins should be lined and have a lid.</p>
	<b>and</b>
	<p>There must be a high ratio of refuse bins to the number of sites available. At least 1 bin for every 2 - 4 sites is recommended for 4-Star parks. At least 1 bin for every 2 sites is recommended for 5-Star parks. Refuse bins must be lined and have a lid.</p>



<b>iv. Braai Facilities</b>	
<b>All Stars</b>	<p>If braai facilities are provided on the site these must be kept clean, tidy and be safe for guest use. All camp braais, whether fixed or portable, should be cleaned daily. Clearly designated "Ash Only" refuse bins should be strategically placed throughout the park and clearly sign posted for the disposal of braai ash by guests who braai on their camp sites. These ash bins must be regularly emptied and kept clean.</p>
	<b>and</b>
	<p>Every site should have its own braai facility either fixed or portable, unless otherwise advertised. All braais, whether fixed or portable, must be in an excellent condition, and must have braai grids that are not rusted, buckled or broken. All braais, including guest braais, whether fixed or portable, should be cleaned daily.</p>







<b>8.5 Site Keeping and Appearance</b>	
<b>All Stars</b>	<p>A high standard of cleanliness must be evident for each site. All sites should be kept clean and litter free. Any sites that have been fouled by animals must be cleared immediately.  The grass is to be well kept throughout all the sites in the park, taking into account the park location, type and also recent weather conditions. The areas of sites around caravans and campers should be well maintained and kept clean at all times.</p>



**9. PUBLIC AREAS - RECEPTION and HALLS**





<b>9.1 Provision</b>	
<b>Universal Accessibility:</b>	
	<p>End of corridor highlighted by colour, tone or light contrast between walls and floor coverings. Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas. Background music in public areas avoided or kept at a low level. Voice amplification option linked to public telephone in the lobby. Where televisions are provided subtitles must be shown. A selection of chairs to be with and without arm-rests.</p>




	<p>At least 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm)</p> <p>All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping.</p> <p>Emergency evacuation signage to incorporate symbols and pictograms.</p> <p>Public telephones to be fitted with a raised pip on button number 5.</p> <p>The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.</p> <p>Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.</p> <p>Height of emergency equipment, switches and controls located between 80cm and 120cm.</p> <p>Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.</p> <p>Acceptable temperature control and ventilation.</p> <p>Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12. (<i>optimum gradient 1:15</i>)</p> <p>There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.</p> <p>Unobstructed width of not less than 90cm (to allow for easy access for mobility aids).</p> <p>Ramps should have a strong textured surface that is easily differentiable from surrounding surfaces.</p> <p>Ramps should have handrails on both sides at a height of between 85-95cm.</p> <p>Fixed, slip-resistant floor surface.</p>
---	--








9.2 Fixtures and Fittings	
<p><b>All Stars</b></p>	<p>There should be an adequate and clearly identifiable reception area or office.</p> <p>Reception furniture, desks and office equipment is to be in good functional condition.</p> <p>Corridors and stairs are to be in good repair and free from obstruction, and be well lit 24 hours.</p> <p>Clear directional signage (and notices where needed) should be fitted in all appropriate areas.</p> <p>All emergency information and signage should be clearly displayed in all public areas.</p>
	<p><b>and</b></p> <p>All seating areas in Reception and/or halls are to be of a good size, quality and condition.</p> <p>Any window coverings (curtains, blinds, etc.) must be in acceptable condition.</p>
	<p><b>and</b></p> <p>All seating areas in Reception and/or halls are to be of a good size, quality and condition</p> <p>Seating layout should provide a reasonable amount of space for guests to be able to easily move around.</p> <p>Halls should be made available for guests and be accessible throughout the day and evening.</p> <p>Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed.</p> <p>If necessary, good quality lined curtains or good quality blinds large enough to draw easily and completely across the width and height of all windows should be fitted.</p> <p>If curtains or blinds are fitted they must be in excellent condition.</p> <p>Reception furniture, tables and desks must be in excellent condition and have excellent finishes.</p>

	Attractive wall décor should be used to enhance the facility.
	All seating areas in Reception and/or halls should be of outstanding size, quality and condition. Seating layout should provide a sufficient amount of space for guests to comfortably be able to move around. If curtains or blinds are fitted they must be in outstanding condition. Reception furniture, tables and desks must be in outstanding condition and have outstanding finishes. Attractive wall décor must be used to enhance the facility.
<b>Universal Accessibility:</b>	
	Usage of non-reflective glass partitions. Reception, and other public areas, must be provided with appropriate signage. Entrance should be adequately illuminated with a minimum lighting level of 200 lux. Clear glass panels and doors should be clearly marked. Level threshold across the main entrance door. Door mats should be firmly fixed or located. Any canopy structure should not protrude into a pedestrian route. No high gloss and simple backgrounds. Fixed, slip-resistant floor surface. Threshold at the main entrance not to exceed 1.3cm difference in level. Size of opening leaf of entrance door at least 76cm with the door in a 90-degree open position. Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing. Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm. Usage of non-reflective glass partitions.
<b>9.4 Ventilation and Lighting</b>	
<b>All Stars</b>	Adequate ventilation and extraction via opening window or extractor fan must be provided in all areas. There should be adequate lighting in all areas. Energy-saving initiatives to be respected. Light switches must be located at the entrance door to the facility. There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.
	Acceptable lighting coverage and ventilation across all areas of the reception and/or hall.
	Good lighting coverage and ventilation across all areas of the reception and/or hall.
	Very good lighting coverage and ventilation across all areas of the reception and or hall.
	Light fittings are to be of excellent quality, covered and/or recessed. Excellent lighting coverage and ventilation across all areas of the reception and/or hall.

	<p>Outstanding quality working light fittings without any maintenance issues. Outstanding illumination, lighting coverage and ventilation across all areas of the reception and/or hall.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>All areas in reception and/or hall must be well and evenly lit. Height of light switches and controls should be between 80cm - 120cm.</p>

<p><b>9.5 Walls: Tiling &amp;Paintwork</b></p>	
	<p>All walls to be reasonably painted. Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.</p>
	<p>All walls are to be well painted with little or no mismatch of colours. Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.</p>
	<p>Tiling, where applied, must be of an excellent quality with no cracked or broken tiles. Paintwork must be of excellent quality and finish with no mismatch of colours. Walls must not be cracked or damaged.</p>
	<p>Tiling, where applied, must be of an excellent quality with no cracked or broken tiles. Added décor such as tile motifs or patterns to enhance the tiling. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Walls must not be cracked or damaged.</p>

<p><b>9.6 Flooring and Ceilings</b></p>	
	<p>Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.</p>
	<p>Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface. Ceilings, if fitted, must be well painted, free from any mildew or damage. No sagging panels should be visible.</p>
	<p>All flooring to be of an excellent quality non-slip floor tiling or floor coating. There should be no cracked floor tiling visible. Ceilings must be fitted and be well painted, free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>

	<p>All flooring to be of an outstanding quality non-slip floor tiling. There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping. Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces. Flooring should have no design obstructions.</p>
<p><b>9.7 Windows, Doors and Frames</b></p>	
<p>All stars.</p>	<p>All Reception areas and/or halls must be adequately ventilated with adequate windows opening directly into the open air. If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided. If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks. Grout or cement filling between glass bricks must be well applied.</p>
 	<p>All window frames and window panes must be in acceptable condition with little or no cracked window panes evident. Excessive wood rot is not acceptable in wooden doors, door and window frames. All doors and windows should be able to open, close and latch easily.</p>
	<p>All window frames, doors and door frames should have little or no wood rot noticeable. All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident. All putty in window frames should be in good condition, clean and well painted.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in excellent condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in outstanding condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position. This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.</p>



Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.

### 9.8 Public Area Toilets

All Stars

All public area toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.

Public area toilets may be unisex.

The following facilities should be provided as a minimum:

- A toilet with seat and lid
- A hand basin with running water and soap
- Hand drying facilities (clean towel or paper towels or hot air dryer)
- Covered light
- Mirror above the hand basin
- Covered light
- Hook on cubicle door
- A lidded disposal bin and/or sanitary bags.
- Toilet paper and holder plus spare toilet rolls.
- Toilet brush with holder



and

Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in the park.

Fixtures and fittings in public area toilets should be of excellent quality.

### 9.9 Public Toilets - Mobility Designated Toilets.

#### i. Flooring and Ceiling:

Fixed slip-resistant floor surface. Wooden floors and tiles are to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor. Where a carpet or carpeting is used it should be firmly fixed to avoid slipping.

#### ii. Fixtures and Fittings:

There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.

This enables a guest using a wheelchair or mobility aid to comfortably access toilet or bathroom.

Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.

Door handles should be located at a height of between 80cm - 120cm, must be at least 12cm in length, and should be easy to grasp so that seated users can easily open and close doors.

	Accessories, toiletries and toilet paper must be within easy reach from a seated position.
--	--


<b>iii. Mirror and Mirror Lighting:</b>	
	Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of 180cm.

<b>iv. Hand Basin and Toilet Areas:</b>	
	<p>Toilet seat height should be between 45cm - 50cm.              80cm wide transfer space to side of pan.              Front edge of pan to project at least 69cm from the rear wall.              Centreline of toilet not more than 48cm from wall opposite transfer space.              Extended flush handle located on side of transfer space of cistern.              Cranked grab-bar should be located 80cm above floor finish.              Horizontal grab bar located at 80cm above the floor finish.              This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.              The back rest of the toilet, when raised to an upright position, must remain upright.              Hand basin provided in the correct configuration related to the toilet pan.              Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.</p>

<b>v. Lighting and Ventilation:</b>	
	All areas in bathroom must be well and evenly lit.

**10. HOUSEKEEPING. PUBLIC AREAS - RECEPTION and HALLS**

<b>10.1 Provision</b>	
<b>All Stars</b>	<p>A high degree of overall cleanliness and attention to detail should be evident.              Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, lights and fittings and all other visible areas should be assessed.</p> <p>All public areas and halls should be thoroughly cleaned at least once a day with suitable disinfecting or sanitizing chemical cleaners.</p> <p>All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.</p>

<b>Universal Accessibility</b>	
	<p>Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.              Housekeeping staff to be aware of possible requirements of a guest with a functional mobility or visual limitation.</p>





Housekeeping staff to ensure all that space between furniture meets UA requirements.

## 11. COMMUNAL BRAAI AREAS and BOMAS

### 11.1 Provision

*Due to their unique nature, communal braai areas and bomas should be assessed separately from general communal areas.*

*Braai areas and bomas are naturally more rustic in appearance than other areas and this must be considered when assessing these areas.*

### Universal Accessibility:



Use of contrast highlighted by colour, tone or light contrast between walls and floor coverings in order to prevent confusion or accidents of misjudgement of length or depth caused by all colours being the same.

The area should be clearly demarcated through use of varied surface finishes and textures.

Gradient en-route to facilities gradient should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user to enter without too much difficulty.

There should be a landing at the top of ramps with minimum dimensions of 90cm x 90cm.

Ramps must have an unobstructed width of not less than 90cm to allow for easy access for mobility aid users.

Stairs should be fitted with handrails and non-slip treads.

Any canopy structure should not protrude into a pedestrian route.

Directional and informational signage related to physical and environmental access must be well lit.

### 11.2 Fixtures and Fittings

#### All Stars

If supplied, the braai area and bomas should be clearly identifiable.

Clear directional signage (and notices where needed) should be fitted in all appropriate areas.



Average quality, possibly ageing facility.

Signs of some damage and wear and tear is evident

Décor is amateurish with little design co-ordination.

Braai grids, if supplied, should be in reasonable condition.

The braai facility should be cleaned daily.

All seating should be of an acceptable quality and condition, and can be of a rustic wooden bench type.













All seating should be of a good quality and condition, and can be of a rustic wooden bench type.





Braai grids, if supplied, should be in reasonable condition.


The braai facility should be cleaned daily.





Good quality décor which may be ageing but should not show signs of significant wear and tear.

	<p>Décor is more practical than comfortable and aesthetic.</p>
	<p><b>and</b></p> <p>All seating areas should be of a good size, quality and condition, with good layout to provide a reasonable amount of space for guests to easily move around.</p> <p>Boma and braai areas should be made available for guest use and be accessible throughout the day and evening.</p> <p>Braai grids should be supplied and must be in an excellent condition.</p> <p>The braai facility must be cleaned daily.</p> <p>Décor and furniture makes use of high quality materials.</p> <p>No scratches, chips, stains, or scuff marks on all work surfaces.</p> <p>Décor and furniture shows evidence of professional workmanship and installation.</p>
	<p>All seating areas should be of an excellent size, quality and condition, with good layout to provide a large amount of space for guests to easily move around.</p> <p>Boma and braai areas should be made available for guest use and be accessible throughout the day and evening.</p> <p>Décor and furnishing show strong evidence of a co-ordinated design plan having been applied.</p> <p>There should be no evidence of ageing, wear and tear and surfaces and features should have outstanding quality finishes.</p> <p>Braai grids must be supplied and must be in outstanding condition.</p> <p>Additional braai accessories and tools such as braai tongs and forks, coal rakes, etc. should be supplied at braai facility.</p> <p>The braai facility must be cleaned daily with the grids thoroughly cleaned and sanitized after each use.</p> <p>All tables and work surfaces must be in outstanding condition with no signs of damage.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>There should be a selection of chairs to be with and without armrests provided in braai and boma areas.</p>
<p><b>11.3 Ventilation and Lighting</b></p>	
<p><b>All Stars</b></p>	<p>The design of boma and braai areas should allow for adequate ventilation and extraction especially of braai or fire smoke.</p> <p>There should be adequate lighting in all areas.</p> <p>Energy-saving initiatives to be respected.</p> <p>Light switches must be located at the entrance door to the facility.</p> <p>There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.</p>
	<p>Acceptable lighting coverage and ventilation across all areas of the boma and braai facilities.</p>
	<p>Good lighting coverage and ventilation across all areas of the boma and braai facilities.</p>
	<p>Very good lighting coverage and ventilation across all areas of the boma and braai facilities.</p>

	The area over the braai/s must be very well lit.
	Light fittings are to be of excellent quality, covered and/or recessed. Excellent lighting coverage and ventilation across all areas of the boma and braai facilities. The area over the braai/s must be exceptionally well lit.
	Outstanding quality working light fittings without any maintenance issues. Outstanding illumination, lighting coverage and ventilation across all areas of the boma and braai facilities. The area over the braai/s must be exceptionally well lit.
<b>Universal Accessibility:</b>	
	All areas in the boma and braai areas must be well and evenly lit. Height of light switches and controls should be between 80cm - 120cm.





<b>11.4 Walls (If Applicable)</b>	
<i>It is generally found that the boma and braai areas are inevitably not walled floor to roof. Possibly the walls are only fitted to 50% of roof height and/or are only partially walled. Parallel posts could also serve as borders.</i>	
	<b>and</b> All walls to be reasonably maintained and clean.
	All walls are to be well maintained and clean.
	Walls should be of an excellent quality with no obvious cracks or damage. Added décor such as paintings, posters, planters or wall motifs should be applied.
	Walls should be of an outstanding quality with no obvious cracks or damage. Added décor such as painted motifs, planters or patterns to enhance the effect must be applied. Paintwork (if applied) should be of outstanding quality and finish with no mismatch of colours.

<b>11.5 Flooring</b>	
	<b>and</b> Flooring to be fit for purpose. Flooring shows considerable use with gaps between joints and between floor and wall. There should be no cracks large enough cause tripping injuries or other safety problems.
	High quality flooring throughout the facility.

	<p>Some signs of wear and tear and some small discoloration in areas of high traffic are acceptable. The floor should be in a generally good condition.</p>
	<p>Excellent quality flooring throughout the facility. No stains, burns or marks should be evident. The floor should be in a generally excellent condition and should be a well-maintained surface.</p>
	<p>Outstanding quality flooring that has been professionally lain throughout the facility. No stains, burns or marks should be evident and there should be no signs of wear even in high traffic areas. The floor should be in a generally excellent condition and should be a very well-maintained surface.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>Fixed slip-resistant floor surface. Wooden floors and tiles are to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor. Flooring should have no design obstructions.</p>


### 11.6 Roofing

Communal braai areas and bomas traditionally do not have roofing or ceilings.

<p><b>All Stars</b></p>	<p>If fitted, roofing can be timber slat, thatch, tiled, corrugated sheeting or any other typical structure.</p>
	<p>&amp; All roofing is to be in an acceptable condition and should not be visually unappealing.</p>
	<p>All roofing should be in a good condition and should not have any loose thatch, roof sheeting or damaged areas.</p>
	<p>All roofing should be in an excellent condition and should not have any loose thatch, roof sheeting or damaged areas.</p>
	<p>All roofing must be in an outstanding condition and should not have any loose thatch, roof sheeting or damaged areas at all.</p>

## 12. HOUSEKEEPING - COMMUNAL BRAAI AREAS and BOMAS



<p><b>12.1 Provision</b></p>	
<p><b>All Stars</b></p>	<p>A high degree of overall cleanliness and attention to detail should be evident. Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, lights and fittings, furniture, tables, braai areas, and all other visible areas should be assessed. All public and communal areas must be cleaned at least daily with suitable disinfecting or sanitising chemical cleaners.. All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.</p>
<p><b>Universal Accessibility</b></p>	




	<p>Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest. Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and should be able to offer assistance to these guests if requested.</p>
---	--






**13. RECREATIONAL FACILITIES (Games Room and TV Room)**





*(This section may be Not Applicable if there are no Recreational Facilities)*



**13.1 Fixtures, Fittings and Equipment**





<p><b>All Stars</b></p>	<p>If a games room, TV Room or any other recreational facilities are present, these should be adequately equipped and clearly sign posted. These facilities can be separate rooms or areas, or could be combined in a single facility. The facilities should be conveniently located, and must be in an acceptable appearance, well maintained and good condition. Clear directional signage (and notices where needed) should be fitted in all appropriate areas. All emergency information and signage should be clearly displayed in all public areas. The condition, quantity and availability of any games equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) whether these are for complimentary guest use or for hire should be taken into account during the assessment.</p>
 <p style="text-align: center;"><b>and</b></p>	<p>All seating in recreational facilities should be of a good size, quality and condition. Functional plastic furniture in good condition is acceptable. A functional colour TV with remote control and access to available free-to-air channels should be provided. All supplied equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) should be in acceptable condition. Any electronic gaming equipment is to be in good working order and condition. Functional décor with limited co-ordination is acceptable. If blinds or curtains are fitted in the facilities, they must be in acceptable condition.</p>
 <p style="text-align: center;"><b>and</b></p>	<p>All seating areas in recreational facilities should be of a good size, quality and condition, with good layout to provide a reasonable amount of space for guest to easily move around. Recreational facilities should be made available for guests and should be accessible throughout the day and evening. Good quality plastic furniture is acceptable. A functional colour TV with remote control and preferably with access to multiple channels (both free-to-air and pay) should be provided. All supplied equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) should be in excellent condition. Any electronic gaming equipment is to be in excellent working order and condition. Simple and effective interior design and décor is expected in these facilities. Signage notifying guests as to the opening and closing hours must be clearly displayed.</p>






	<p>If fitted, blinds must be in an excellent condition.</p> <p>Curtains, if fitted, must be lined, meet in the middle and should be of an excellent quality and condition.</p> <p>Walls should be of an excellent quality with no obvious cracks or damage.</p> <p>Added décor such as paintings, posters, planters or wall motifs should be applied.</p>
	<p>5-Star parks should offer an appropriate range of recreation facilities that suit its specific target market.</p> <p>All seating areas in recreational facilities should of a good size, and of outstanding quality and condition.</p> <p>The seating layout should provide an excellent amount of space for guests to be able to comfortably move around.</p> <p>Plastic furniture is not acceptable.</p> <p>A remote controlled flat screen colour television and an outstanding choice of channels (including radio and television, free-to-air and pay) on satellite TV should be provided.</p> <p>Signage notifying guests as to the opening and closing hours must be clearly displayed.</p> <p>All supplied equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) should be in outstanding condition.</p> <p>Any electronic gaming equipment must be in perfect working order and in outstanding condition.</p> <p>Outstanding interior design and overall impression. Professional finish to all aspects of decoration.</p> <p>Interesting architectural features, objects of interest, artwork, and objects d'art should be incorporated into the interior design and décor of these facilities.</p> <p>If fitted, blinds must be of outstanding quality and should effectively provide privacy and shut out light.</p> <p>Curtains, if fitted, must be lined, meet in the middle and be of an outstanding quality.</p> <p>Walls should be of an excellent quality with no obvious cracks or damage.</p> <p>Added décor such as paintings, posters, planters or wall motifs should be applied.</p>
<b>Universal Accessibility:</b>	
	<p>There should be a selection of chairs to be with and without armrests provided in all recreational areas.</p>
<b>13.2 Ventilation and Lighting</b>	
<b>All Stars</b>	<p>Adequate ventilation and extraction via opening windows, extractor fans or air-condition must be provided in all areas.</p> <p>There should be adequate lighting in all areas.</p> <p>Energy-saving initiatives to be respected.</p> <p>Light switches must be located at the entrance door to the facility.</p> <p>There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.</p>
	<p>Acceptable lighting coverage and ventilation across all areas of the recreational facilities.</p>

	Good lighting coverage and ventilation across all areas of the recreational facilities.
	Very good lighting coverage and ventilation across all areas of the recreational facilities.
	Light fittings are to be of excellent quality, covered and/or recessed. Excellent lighting coverage and ventilation across all areas of the recreational facilities.
	Outstanding quality working light fittings without any maintenance issues. Outstanding illumination, lighting coverage and ventilation across all areas of the recreational facilities.
<b>Universal Accessibility:</b>	
	All areas in reception and/or hall must be well and evenly lit. Height of light switches and controls should be between 80cm - 120cm.

<b>13.3 Walls: Tiling &amp; Paintwork</b>	
	All walls to be reasonably painted and clean. & Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.
	All walls are to be well painted with little or no mismatch of colours. Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.
	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles. Paintwork must be of excellent quality and finish with no mismatch of colours. Walls must not be cracked or damaged.
	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles. Added décor such as tile motifs or patterns to enhance the tiling. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Walls must not be cracked or damaged.


<b>13.4 Flooring and Ceilings</b>	
	and Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
	and Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.

	<p>Ceilings, if fitted, must be well painted, free from any mildew or damage. No sagging panels should be visible.</p>
	<p>All flooring to be of an excellent quality non-slip floor tiling or floor coating. There should be no cracked floor tiling visible. Ceilings must be fitted and be well painted, free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>
	<p>All flooring to be of an outstanding quality non-slip floor tiling. There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping. Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces. Flooring should have no design obstructions.</p>

<p><b>13.5 Windows, Doors and Frames</b></p>	
 	<p>All window frames and window panes must be in acceptable condition with little or no cracked window panes evident. <b>and</b> Excessive wood rot is not acceptable in wooden doors, door and window frames. All doors and windows should be able to open, close and latch easily.</p>
	<p>All window frames, doors and door frames should have little or no wood rot noticeable. All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident. All putty in window frames should be in good condition, clean and well painted.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in excellent condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in outstanding condition, clean and well painted. No wood rot should be noticeable in window frames, doors or door frames.</p>

**13.6 Public Area Toilets**



<p><b>All Stars</b></p>	<p>If specifically set aside, all recreational facility public toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.</p> <p>Public area toilets may be unisex.</p> <p>The following facilities should be provided as a minimum:</p> <ul style="list-style-type: none"> <li>• A toilet with seat and lid</li> <li>• A hand basin with running water and soap</li> <li>• Hand drying facilities (clean towel or paper towels or hot air dryer)</li> <li>• Covered light</li> <li>• Mirror above the hand basin</li> <li>• Covered light</li> <li>• Hook on cubicle door</li> <li>• A lidded disposal bin and/or sanitary bags</li> <li>• Toilet brush with holder</li> <li>• Toilet paper and holder plus spare toilet rolls</li> </ul>
<p></p> <p><b>and</b></p>	<p>A separate public toilet facility should be conveniently located in or close to all recreational facilities.</p> <p>All public area toilets are to be excellently maintained, regularly cleaned and checked and adequately ventilated.</p> <p>Public area toilets may be unisex.</p> <p>The following facilities should be provided as a minimum:</p> <ul style="list-style-type: none"> <li>• A toilet with seat and lid</li> <li>• A hand basin with running water and soap</li> <li>• Hand drying facilities (clean towel or paper towels or hot air dryer)</li> <li>• Covered light</li> <li>• Mirror above the hand basin</li> <li>• Covered light</li> <li>• Hook on cubicle door</li> <li>• A lidded disposal bin and/or sanitary bags</li> <li>• Toilet brush with holder</li> <li>• Toilet paper and holder plus spare toilet rolls</li> </ul> <p>Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in the park.</p> <p>Fixtures and fittings in public area toilets should be of excellent quality.</p>

<p><b>13.7 Universal Accessibility for Recreational Facilities</b></p>	
<p><b>Universal Accessibility</b></p>	
	<p>At least 10% of chairs should have a seat height of 50cm.</p> <p>A selection of chairs with and without arm-rests should be provided.</p>




Televisions should have working remote controls.  
 Induction loop extensions or ear-phones should be linked to televisions.  
 Sub-titles on television services should be provided where available.  
 Remote controls for air-conditioning systems should be available.  
 In air-conditioning units with fixed controls or switches these should be located at a height no greater than 120cm.  
 Height of light switches and controls should be between 80cm - 120cm.  
 Remote emergency call system should be established in all recreational facilities.  
 In the event of an emergency occurring in the facility there must be a method of calling for assistance.  
 Fixed, slip-resistant floor finish.  
 Where carpet is used it should be firmly fixed to avoid slipping.  
 Flooring should have no design obstructions.  
 The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.  
 The access door should be fitted with an emergency release lock.  
 This is to enable the access door to open easily, should there be a need to escape in an emergency.  
 Door-handles should be located at a height below 120cm.  
 Emergency evacuation notice and door peep-hole is to be 110 cm.  
 Minimum size of unobstructed floor space is to be 80cm x 120cm.  
 This allows movement using a long cane without the guest injuring themselves by bumping into furniture, tables, etc.  
 Gradient en-route to facilities gradient should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user to enter without too much difficulty.  
 All ramps, stairways and main circulation paths should be finished with roughened or textured surfaces. Route surfaces should be firm and even with no gravel or cobble type finishes.  
 Stairs should be fitted with handrails and non-slip treads.

#### 14. HOUSEKEEPING RECREATIONAL FACILITIES (Games Room and TV Room)

*(This section may be Not Applicable if there are no Recreational Facilities)*

##### 14.1 Provision

<p><b>All Stars</b></p>	<p>A high degree of overall cleanliness and attention to detail should be evident.                  Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, recreational equipment, electronic equipment, remote controls, lights and fittings and all other visible areas should be assessed.                  All facilities should be thoroughly cleaned at least once a day with suitable disinfecting or sanitising chemical cleaners.                  All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.</p>
<p><b>Universal Accessibility</b></p> 	<p>Housekeeping staff to ensure that all recreational facilities are cleared of any obstacles that may cause possible injury to a guest.                  Housekeeping staff to be aware of possible requirements of a guest with a functional mobility or visual limitation.</p>



Housekeeping staff to ensure all that space between furniture meets UA requirements.

### 15. SWIMMING POOLS, CHILDREN'S PLAY AREAS, TRAMPOLINES & OTHER RECREATIONAL FACILITIES

*(This section may be Not Applicable if there are no Swimming Pools, Childrens Play Areas, etc)*

#### 15.1 Provision

##### All Stars

If provided these facilities must be in good condition with no damaged, broken or harmful condition evident.



and

The facilities should be numerous and appropriate to the market.

All additional recreational facilities must be in excellent to outstanding condition and extremely well maintained.

Swimming pool areas must be exceptionally well landscaped with numerous added guest comforts available (such as: pool loungers, pool umbrellas, poolside tables and seating).

### 16. SHOPS, BARS BOTTLE STORES and/or TAKE AWAYS

*(This section may be Not Applicable if there are no Shops, bars, bottle stores and take aways)*

#### 16.1 Provision

*To qualify for consideration as a shop for grading, goods or services for sale must be provided in an area set aside specifically for that purpose, although in some cases the reception area may also be utilised.*

*Some or all shops in a park may be operated by out-sourced suppliers. However, it is still the responsibility of the park owner/manager to ensure that they are clean, well run and in good order. All such shops and facilities are therefore included in the assessment.*

*A park providing only basic supplies (such as milk, bread and newspapers/magazines) will not be considered to have a shop.*

#### Universal Accessibility:



Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12. *(optimum gradient 1:15)*

There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.

Unobstructed width of not less than 90cm (to allow for easy access for mobility aids).

Ramps should have a strong textured surface that is easily differentiable from surrounding surfaces.

Ramps should have handrails on both sides at a height of between 85-95cm.






Fixed, slip-resistant floor surface.




Directional and informational signage related to physical and environmental access must be well lit.




Lighting must be even and effective, with minimum lighting levels of 200 lux.





#### 16.2 Fixtures, Fittings, Stock and Equipment




If deemed necessary for the market, there should be an adequate stocked and clearly identifiable Shop, Bar, Bottle Store and/or Take Away.










<b>All Stars</b>	Clear directional signage (and notices where needed) should be fitted in all appropriate areas. All emergency information and signage should be clearly displayed in all public areas.
	Acceptable appearance, maintenance and condition. Store has dated décor and fittings and only provides a small range of food and drink.
	Good appearance, maintenance and condition. A larger range of products is provided, although not a fully comprehensive supply of goods. Décor and fittings are of an acceptable quality. Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean and in working order.
	Very good appearance, maintenance and condition. A reasonable selection of stock to be provided A good range and quality of take-away foods is available, if applicable. Very good décor and fittings. Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, in good condition and in working order.
	Excellent appearance, maintenance and condition. Well-built and conveniently organised shelves and stock. Product range and variety is high and well suited to market. A range of excellent quality take-away foods are available, if applicable. Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, in excellent condition and working order.
	Outstanding appearance, maintenance and condition. Shop is conveniently situated, well-signed, organised and stocked. Either purpose-built or converted to a high standard with outstanding design and décor apparent. There is an excellent range of appropriate stock for the market and location, all clearly priced and available. An large range of outstanding quality take-away foods are available, if applicable All equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, exceptionally well maintained, of an outstanding quality, and in perfect working order.

<b>16.3 Ventilation and Lighting</b>	
<b>All Stars</b>	Adequate ventilation and extraction via opening window or extractor fan must be provided in all areas. There should be adequate lighting in all areas. Energy-saving initiatives to be respected. Light switches must be located at the entrance door to the facility. There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.
	Acceptable lighting coverage and ventilation across all areas of the facility.
	Good lighting coverage and ventilation across all areas of the facility.
	Very good lighting coverage and ventilation across all areas of the facility.

	Light fittings are to be of excellent quality, covered and/or recessed. Excellent lighting coverage and ventilation across all areas of the facility.
	Outstanding quality working light fittings without any maintenance issues. Outstanding illumination, lighting coverage and ventilation across all areas of the facility.
<b>Universal Accessibility:</b>	
	All areas in facility must be well and evenly lit. Height of light switches and controls should be between 80cm - 120cm.

<b>16.4 Walls: Tiling &amp; Paintwork</b>	
 &	All walls to be reasonably painted. Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.
	All walls are to be well painted with little or no mismatch of colours. Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.
	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles. Paintwork must be of excellent quality and finish with no mismatch of colours. Walls must not be cracked or damaged.
	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles. Added décor such as tile motifs or patterns to enhance the tiling. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Walls must not be cracked or damaged.

<b>16.5 Flooring and Ceilings</b>	
 and	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface. Ceilings, if fitted, must be well painted, free from any mildew or damage. No sagging panels should be visible.
	All flooring to be of an excellent quality non-slip floor tiling or floor coating. There should be no cracked floor tiling visible.

	<p>Ceilings must be fitted and be well painted, free from any mildew or damage.</p> <p>No sagging panels should be visible.</p> <p>In thatched roof facilities these ceiling criteria may be excluded.</p>
	<p>All flooring to be of an outstanding quality non-slip floor tiling.</p> <p>There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.</p> <p>There should be no cracked floor tiling visible.</p> <p>Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage.</p> <p>No sagging panels should be visible.</p> <p>In thatched roof facilities these ceiling criteria may be excluded.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>Fixed, slip-resistant floor finish.</p> <p>Where carpet is used it should be firmly fixed to avoid slipping.</p> <p>Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.</p> <p>Flooring should have no design obstructions.</p>
<p><b>16.6 Windows, Doors and Frames</b></p>	
<p><b>All Stars</b></p>	<p>All shops, take-aways, bottle stores, etc. must be adequately ventilated with adequate windows opening directly into the open air.</p> <p>If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.</p>
 	<p><b>and</b></p> <p>If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.</p> <p>Grout or cement filling between glass bricks must be well applied.</p> <p>All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.</p> <p>Excessive wood rot is not acceptable in wooden doors, door and window frames.</p>
	<p>All doors and windows should be able to open, close and latch easily.</p> <p>All window frames, doors and door frames should have little or no wood rot noticeable.</p>
	<p>All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.</p> <p>All putty in window frames should be in good condition, clean and well painted.</p>
	<p>All window, door and door frames should be well painted or varnished, with no cracked window panes evident.</p> <p>All putty in window frames should be in excellent condition, clean and well painted.</p> <p>No wood rot should be noticeable in window frames, doors or door frames.</p>
<p><b>Universal Accessibility:</b></p>	
	<p>There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.</p>



This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.

**16.7 Public Area Toilets**

**All Stars**

If specifically set aside, all recreational facility public toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.

Public area toilets may be unisex.

The following facilities should be provided as a minimum:

- A toilet with seat and lid
- A hand basin with running water and soap
- Hand drying facilities (clean towel or paper towels or hot air dryer)
- Covered light
- Mirror above the hand basin
- Covered light
- Hook on cubicle door
- A lidded disposal bin and/or sanitary bags
- Toilet brush with holder
- Toilet paper and holder plus spare toilet rolls



**and**

A separate public toilet facility should be conveniently located in or close to all recreational facilities.

All public area toilets are to be excellently maintained, regularly cleaned and checked and adequately ventilated.

Public area toilets may be unisex.

The following facilities should be provided as a minimum:

- A toilet with seat and lid
- A hand basin with running water and soap
- Hand drying facilities (clean towel or paper towels or hot air dryer)
- Covered light
- Mirror above the hand basin
- Covered light
- Hook on cubicle door
- A lidded disposal bin and/or sanitary bags
- Toilet brush with holder
- Toilet paper and holder plus spare toilet rolls

Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in the park.

Fixtures and fittings in public area toilets should be of excellent quality.

### 17. HOUSEKEEPING - SHOPS, BARS BOTTLE STORES and/or TAKE AWAYS

*(This section may be Not Applicable if there are no Shops, bars, bottle stores and take aways)*

#### 17.1 Provision


<p><b>All Stars</b></p>	<p>A high degree of overall cleanliness and attention to detail should be evident. Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, lights and fittings and all other visible areas should be assessed.</p> <p>All public areas and halls should be thoroughly cleaned at least once a day with suitable disinfecting or sanitizing chemical cleaners.</p> <p>All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance. All work surfaces to be clean with no grime or smears visible. All shelving and stock items on display should be kept clean and dust free.</p>
-------------------------	--

### 18. GENERAL SERVICES and SERVICE PROVIDED

#### 18.1 Provision

<p><b>All Stars</b></p>	<p>It is recommended that park layout plans showing the location of caravan and camping sites, access roads and facilities be available and preferably also on display in strategic locations throughout the park. Full details of sites including the maximum number of caravans, tents, motor homes, vehicles and/or people per site must be provided on request. Information on the maximum number of sites available and people that can be accommodated at the establishment must be provided on request. The property's pricing structure should be available on request. All prices must include VAT. Guests must be notified if the price agreed at the time of booking has changed. Guest complaints should be dealt with courteously and promptly.</p>
-------------------------	--

#### Universal Accessibility:


	<p>Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers. Re-positioning of furniture, and other obstructions in public areas to meet guest requirements.</p>
---	--




#### 18.2 Appearance of Staff

<p><b>All Stars</b></p>	<p>Staff appearance to be professional and neat at all times. The nature of the establishment should be taken into account as formality may vary significantly.</p>
-------------------------	---




18.2 Welcome and Reception	
<b>All Stars</b>	<p>All guests should be met on arrival by a park representative.</p> <p>Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure or other means to all guests or prospective guests upon request.</p> <p>Available information should include full details of cancellation policies and any park specific rules (such as smoking policies or pet policies).</p> <p>An honest description of all amenities, facilities and services offered should be provided.</p>






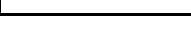

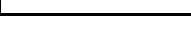
18.3 Reservations and Check-in	
<b>All Stars</b>	<p>A well managed booking system, whether automated or manual, must be in place.</p> <p>Cancellation procedures and policies must be clear.</p> <p>All brochures, web sites, price lists and any other marketing material must be up to date.</p>
	<p>&amp; Payment by all major credit cards should be accepted.</p> <p>Staff assistance for caravan placement and tent erection should be offered and available.</p>

18.4 Tourist Information	
<b>All Stars</b>	If appropriate to the market and area, tourist information should be available at Reception for local attractions and areas of interest.
	A comprehensive supply and display of information for local attractions and places of interest must be on display in the reception area.
	<b>and</b> Staff should have a comprehensive knowledge of regional attractions and places of interest (museums, historical sites, golf courses, etc.) as well as of local history, wildlife and events.
	A comprehensive supply and display of information on local attractions and places of interest must be on display preferably in a dedicated area with additional wall maps and posters in evidence.

## 19. OVERALL IMPRESSION

19.1 Entrance and Reception Area	
<b>All Stars</b>	<p>The park should be well sign-posted and easy to find from road access points.</p> <p>The park should have an attractive, clean and well-maintained entrance sign.</p>
	<b>&amp;</b> A high level of general ambience, spaciousness and guest comfort is required in all areas of the park.

19.2 Spaciousness
-------------------

<b>i. Sites:</b>	
 	<p>All sites should be of a markedly more generous size than at lower star levels, with greater ease of access and comfort.</p> <p>&amp; There should be a sufficient proportion of sites large enough to more than adequately accommodate a large caravan, towing vehicle and 2 side tents.</p> <p>Sites should be well laid out and some private sites should be available.</p>
<b>ii. Bathrooms:</b>	
<p><b>All Stars</b></p>  	<p>Bathrooms should be spacious and not cramped.</p> <p>Toilet cubicles should be spacious and not cramped.</p> <p>Shower and bath cubicles should be spacious and not cramped.</p> <p>Toilet and bathroom facilities should be within a reasonable distance of all sites.</p>
	<p>&amp; All bathrooms, bath, shower and toilet cubicles should be of a markedly more generous size than at lower star levels, with greater ease of access and comfort.</p>
<b>iii. Public and Communal Areas:</b>	
<p><b>All Stars</b></p>  	<p>There has been an effort to enhance the park with the planting of trees, shrubs, gardens, etc.</p> <p>Features such as ponds, flower tubs, bird tables, seating areas are provided.</p> <p>Consideration has been given to local flora and fauna and their conservation.</p> <p>The grass is well kept throughout the park, taking into account the park location, type and also recent weather conditions.</p>
<b>19.4 Recreational Facilities.</b>	
<p><b>All Stars</b></p>  	<p>All facilities and equipment should be in good order and operation of facilities should possibly be under supervision by park staff.</p>
	<p>Extensive and varied provision of recreational and leisure facilities, both indoors and outdoors should be made.</p> <p>Park should offer an appropriate range of recreation facilities that are well suited to its target markets.</p>