

## River Dart Country Park

Holne Park, ASHBURTON, TQ13 7NP, ENGLAND

### Summary

PENNANT RATING



DESIGNATOR

Caravan & Camping

QUALITY SCORE

88%

DATE OF INSPECTION

24 August 2019

TYPE

Day Inspection

INSPECTOR

Chris Pike

AAHotelServices@AAMediaGroup.co.uk

CONTACT

Jenny


Reception

The purpose of this visit to River Dart Country Park was to verify that standards of maintenance and cleanliness were consistent with Quality Standards requirements and to update our records to reflect any changes to the scores since the last inspection. On arrival at this popular campsite I met with Jenny in the reception and she was happy for me to carry out the inspection on my own. The facilities were spotlessly clean as was the dish wash area and laundry room. The pitches were well maintained with the grass cut and surrounding trees, shrubs and hedges all looking good. This park boasts lots of activities, all set in woodland with the River Dart close by. This is a well managed and well maintained park. Key features include - WiFi across the park; well-stocked shop; good bar/restaurant with outside seating area; varied action and adventure activities; good location on the edge of Dartmoor; spotless facilities.

At this time and in accordance with AA Quality Standards for the Caravan and Camping Scheme a 4 Pennant rating is reconfirmed with a Quality Score of 88% achieved in recognition of the works and overall quality provided across the park and its facilities.

# Provision of Services & Facilities

You must provide all the services and facilities for Caravan & Camping minimum entry (one Pennant) and additionally any services and facilities required for your target pennant rating. These are listed below in the same order as the Quality Standards booklet.

There are certain services and facilities, which are deemed "Key" (marked with the  symbol in the table below), and these are the most significant in terms of guest expectation. The absence of any of these may delay confirmation of your pennant rating. In the details below these are marked in bold.

There are other services and facilities, which are deemed "Additional", and these are less significant in terms of guest expectation. A commitment to address these will generally allow confirmation of your pennant rating.

## GENERAL

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### Site

Meet 

- Adequate clearly signed refuse disposal arranged.
  - Entrance and access roads of adequate width and surface.
  - Reception office with opening hours and warden contact details clearly displayed if closed.
  - Location of emergency telephones clearly displayed and whereabouts of on-site or nearest public telephone, if mobile signal is poor.
  - A quality shop on site or nearby is desirable.
  - Planning permission: insurance to include public liability; local Fire Authority approval; food hygiene rating displayed, if public food operation provided; and other statutory requirements for additional activities such as gyms and swimming pools are required.
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## CARAVAN & CAMPSITE

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### Pitches

Meet 

- No more than 25 pitches per campable acre.
  - At least 5% of pitches allocated for tourers.
  - Individual electric hook up points should be provided to 50% of pitches.
  - Hard standings, wheel runs and/or firm level ground should be provided for 10% of pitches.
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### Amenities Block

Meet 

- An adequate drinking water supply & reasonable drainage
  - Quality and upmarket toilet facilities, ideally in all blocks and heated October to Easter
  - Hot & cold water to every basin.
  - Toilet blocks to be lit externally.
  - Dishwashing facilities, covered and lit.
  - To contain mirrors, shelves & hooks, shaver/hairdryer points, lidded waste bins in ladies toilets, un-cracked toilet seats, soap and hand dryer/towels.
  - Spacious vanity-style WHBs ideally in all blocks, at least 2/25 pitches/gender, ideally some in cubicles.
  - Fully-tiled or equivalent showers ideally in all blocks, with dry areas, shelves and hooks, doors (not curtains) min 1/30 pitches/gender. Should be free.
  - Ideally some WC/WHB cubicles or a fully serviced cubicle (family room/disabled (not Radar)).
  - Baby-changing facilities, unless site geared to adults.
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## Other Site Facilities

Meet 

- Chemical disposal facility, ideally with running water (not applicable if tents only).
  - An automatic laundry with some drying facilities.
  - Children's playground is desirable with equipment, games room and/or recreation area, unless the site is geared towards adults.
  - Parks should have CCTV and security barriers.
  - A late arrivals area is desirable, ideally with electric hook up.
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# Useful Numbers

## Customer Support

All establishment enquiries, including inspections, reports, ratings, signage, logo requests

07941 183972

David.Hancock@theAA.com

## Hotel Services Marketing

On and offline promotional opportunities, award event enquires

01256 338373

awards@theAA.com

## Advertising Sales

Adding photographs to guide listings, advertising in the guides

01256 338355

advertisingsales@theAA.com

## Online Establishment Details

Change your on-line information on TheAA.com; add a photograph

01256 844455

AAHotelServices@aamediagroup.co.uk

## Hotel Services Accounts

All financial and payment enquiries

01733 207324

AACreditControl@aamediagroup.co.uk

## Twitter

@AAHospitality and @TheAA\_Lifestyle