

**River Dart Country Park**

Holne Park, ASHBURTON, DEVON, TQ13 7NP, ENGLAND

## Summary

PENNANT RATING



DESIGNATOR

Caravan &amp; Camping

QUALITY SCORE

88%

DATE OF INSPECTION

Tuesday 18 May 2021

TYPE

Day Inspection

INSPECTOR

Chris Pike

AAHotelServices@AAMediaGroup.co.uk

CONTACT


Roger

Park Manager

The purpose of this visit was to verify the standards of maintenance and cleanliness were consistent with the Quality Standards requirements and to update our records to reflect any changes to the scores since the last inspection. I met with Roger in the reception who was happy for me to carry out the inspection on my own. This large adventure park features a mixture of grass and hardstanding pitches, both well maintained clean and tidy. The facilities were spotless in both blocks with good detail paid to the cleaning. I did mention to Roger that both CDPs were missing the hand sanitisers. I thanked Roger for his time and wished him well for the season. I can confirm that the AA Classification remains at 4 Pennant with a slight increase in the quality score to 89%

# 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.

## 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.



### 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.



## 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@aamediagroup.co.uk

## Hotel Services Marketing

On and offline promotional opportunities, award event enquires

01256 338373

## Online Establishment Details

Change your on-line information; 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