

AA

Caravan & Camping

Quality Standards

Recognising



Excellence

Introduction

The AA pennant scheme offers a recognised and accepted grading system for Caravan and Camping parks across the UK. The parks are graded on a 5 point scale according to their style and the range of facilities that they offer. There is also a separate grading system for Holiday Centres.

The Pennant rating is supported by the percentage score, which helps differentiate between parks with the same pennant rating.

These standards are the basis for the inspections that will take place at your park - by reading and applying the criteria carefully, you can be confident that your park will meet the high standards required to become recognised by the AA.

We look forward to working with your park and promoting it through the AA Recognition Scheme.

1 Pennant Parks

These parks offer a simple standard of facilities

- No more than 30 pitches per acre
- At least 5% of pitches allocated to tourers
- An adequate drinking water supply and reasonable drainage
- Washroom with flush toilets and toilet paper provided (if no sanitary facilities are offered, this should be clearly stated)
- Chemical disposal arrangements, ideally with running water (not applicable if tents only)
- Adequate refuse disposal arrangements, clearly signed
- Well-drained ground, and some level pitches
- Entrance and access roads of adequate width and surface
- Location of emergency telephones clearly displayed and urgent telephone numbers signed
- Local fire authority requirements met

2 Pennant Parks

Parks in this category meet all of the 1 pennant basic requirements, but offer more advanced facilities, services, customer care and ground maintenance.

- Separate male/female washrooms (including a minimum 2 WCs and 2 washbasins for every 30 pitches)
- Hot and cold water direct to each basin
- Externally lit toilet blocks
- Warden available during the day (times must be obviously displayed) and a 24-hour contact number clearly signed
- Location of chemist/shop clearly signed
- Dishwashing facilities (covered and lit)
- Reception area



3 Pennant Park

These parks are of a very good standard, and offer the following facilities in addition to those of the 1 and 2 pennant ratings.

- Facilities, services and park grounds are very clean and well maintained, buildings in good condition
- Attention to customer care and security
- Evenly surfaced roads and paths
- Decent, modern or modernised toilet blocks (lit all night) to contain mirrors, shelves and hooks, shaver/hairdryer points, waste bin with lids in female toilets, unbroken toilet seats, soap, clean towels and/or hand dryer
- Modern shower cubicles (one per gender for every 35 pitches), preferably with doors, with free hot water
- Automatic laundry with some drying facilities, separate from toilets (one washing machine and one tumble dryer is adequate)
- Several electric hook-ups
- Several hardstandings, wheel runs and/or firm, level ground
- Children's playground with equipment, games room and/or recreation area unless park is geared towards adults
- Warden hours and 24-hour contact number clearly signed
- Public telephone on site or nearby (clearly signed), available 24-hours where mobile telephone reception is poor
- Free hot water for dish-washing
- Reasonable efforts at on-site security and supervision

4 Pennant Park

Parks with this rating have achieved an extremely high standard in all areas. As well as fulfilling all the criteria for lower rated establishments, 4 pennant parks must offer additional facilities

- 25 pitches per campable acre (maximum)
- Quality shop on-site (or within a reasonable distance)
- 24 hour warden
- Reception area open during the day, with tourist information available
- Internal roads, paths and toilet blocks lit at night
- Spacious vanity-style washbasins or similar, including some in lockable cubicles
- Fully tiled or equivalent shower cubicles with doors, dry areas, shelves and hooks (at least one per gender for every 30 pitches)
- Some combined toilet and washing cubicles, at least 2 for up to 150 pitches, 4 for over 150, and 6 for over 300.
- Toilet blocks heated October to Easter
- Baby changing facilities
- At least half of all pitches must have electric hook-ups
- Minimum 10% hardstandings, where necessary
- A late arrivals enclosure or pre-arranged agreement for late arrivals
- Good security and supervision

5 Pennant Park

Premier Parks are of an extremely high standard, set in attractive surroundings with mature landscaping, exceptional facilities, security and customer care.

- Several designated self-contained cubicles ideally containing WC, washbasin and shower
- Remaining washbasins ideally cubicles
- All toilet blocks to be heated
- Several fully-services pitches
- Electric hook-ups to most pitches
- Hard-standings where necessary, at least 20% of total amount
- Motor-home service point with access for large unit
- Excellent supervision and security, including barrier

Holiday Homes

In this category, the AA distinguishes parks which cater for all holiday needs, including entertainment and catering facilities.

- A wide range of on-site sports, leisure and recreational facilities
- Exceptional supervision and security
- A choice of eating outlets
- Touring facilities of equal importance to statics
- A maximum density of 25 touring pitches per acre
- Central clubhouse with entertainment provided
- Automatic laundry

Please note: These requirements are purely for guidance, and a decision on the pennant rating to be awarded will be made by the AA Caravan and Campsite Classification Committee on the recommendation of the inspector.



AA

**HOTEL & HOSPITALITY
SERVICES**

AA Hotel & Hospitality Services

General Enquiries

Tel: 01256 844455

Email: AAHotelServices@aamediagroup.co.uk

business.ratedtrips.com/join

AA Media Limited

*Registered Office: Grove House, Lutyens Close,
Basingstoke, Hampshire RG24 8AG*

Registered in England and Wales number: 06112600

© 2020 AA Media Limited