

## Penhalt Farm Holiday Park

Widemouth Bay, BUDE, Devon, EX23 0DG

### Summary

STAR RATING

★★★

DESIGNATOR

Camping and Touring  
Park

QUALITY SCORE

66%

---

VISIT DATE

19 June 2018

VISIT TYPE

Day Assessment

CONTACT

Mr Den Marks Owner

---

Penhalt Farm Holiday Park continues to retain the safe scoring Three Star Camping and Touring Park rating which the owner Mr Marks is happy with. Slightly increased scoring this year.

All areas of the Park assessed unaccompanied.

The one caravan on site was not able to be assessed internally due to guest being in at time of visit. No formal de-brief took place due to a prior appointment that Mr Marks had. A short conversation took place at the beginning of the visit with Mr Marks and Park warden Jill Round.

# Quality Rating

## How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas.

## Sectional Consistency Requirements

No section to be more than one star rating band below the overall rating.

The exception is "Cleanliness" which must be of at least the same standard as the overall rating.

## Penhalt Farm Holiday Park

66%

3 Star

	SCORE	PERCENTAGE	RATING
<b>Cleanliness</b>	<b>45</b>	<b>90%</b>	<b>5 Star</b>
Reception	4		
Laundrette/Drying Rooms	4		
Public Toilets/Accessible Bathrooms/Baby Changing	4		
Recreation/Leisure Facilities	5		
Campers' Kitchen/BBQ/Picnic Tables	4		
Park Grounds	5		
Refuse & Recycling Areas	4		
Male Toilet/Washing Facilities	5		
Female Toilet/Washing Facilities	5		
Touring Facilities	5		
<b>Reception &amp; Reception Services</b>	<b>19</b>	<b>54%</b>	<b>2 Star</b>
Exterior/Frontage	3		
Décor & Flooring	3		
Fixtures/Fitting/Furnishings	2		
Lighting	3		
Space/Comfort/Ease of use	1		
Tourist Information	4		
Welcome/Arrival Procedures/Guest Info	3		
<b>Park Facilities</b>	<b>21</b>	<b>70%</b>	<b>3 Star</b>
Lauderette/Drying Rooms: Exterior/Frontage	4		
Laundrette/Drying Rooms: Décor & Flooring	3		
Laundrette/Drying Rooms: Fixtures/Fittings/Furnishings	3		
Laundrette/Drying Rooms: Lighting/Heating/Ventilation	3		
Laundrette/Drying Rooms: Equipment	4		
Laundrette/Drying Rooms: Space/Comfort/Ease of use	4		
<b>Recreation, Sport &amp; Leisure</b>	<b>23</b>	<b>65%</b>	<b>3 Star</b>
Exterior/Frontage	3		
Indoor Facility	4		
Indoors Equipment	3		
Indoors Layout & Ease of use	3		
Outdoors Facility	3		
Outdoors Equipment	4		
Outdoors Layout & Ease of Use	3		
<b>Park Grounds</b>	<b>29</b>	<b>64%</b>	<b>3 Star</b>
Lighting	2		
Signage	3		
Fire Points	3		
Road Surfaces & Paths	3		
Refuse Disposal (inc. recycling facilities)	3		
Campers' Kitchen/BBQ/Picnic Tables	4		
Landscaping	3		
Grounds Maintenance	4		
Park Layout	4		
<b>Privately Owned Caravans/Seasonal Tourers</b>	<b>10</b>	<b>66%</b>	<b>3 Star</b>
Exterior	4		
Pitch Layout & Spacing	3		
Pitch Quality & Maintenance	3		
<b>Letting Fleet</b>	<b>12</b>	<b>60%</b>	<b>3 Star</b>
Exterior	3		
Pitch Layout & Spacing	3		
Pitch Quality & Maintenance	3		
Service Connections	3		

<b>Toilet &amp; Washing Facilities</b>	<b>23</b>	<b>57%</b>	<b>2 Star</b>
Exterior/Frontage	3		
Décor	3		
Flooring	4		
Lighting	3		
Heating/Ventilation	1		
Fixtures/Fittings (WCs & Basins)	3		
Fixtures/Fittings (Showers)	3		
Space/Comfort/Ease of use	3		
<hr/>			
<b>Touring/Motorhome/Camping Pitches</b>	<b>18</b>	<b>60%</b>	<b>3 Star</b>
Pitch Layout & Spacing	3		
Pitch Quality & Maintenance	4		
Electric Hook-ups	3		
Water Points/Grey Water Disposal	3		
Chemical Water Disposal Points	3		
Washing Up Facilities	2		
<hr/>			

## Cleanliness

All areas of the Park were presented to a very clean and tidy appearance

No litter evident on the touring pitches or in outlying hedges.

Playground and indoor games room very tidy

Whilst the shower and toilet facilities were very clean the extractor vents were dusty.

## Reception & Reception Services

Clearly signed and well lit reception building easily identified on entering the Park. Attractive landscaping to the immediate area outside the building.

Tiled flooring fitted.

Whilst the room is compact it suits the needs of the Park

All new arrivals are directed to their pitches.

A wide range of up to date Tourist Information is available in the games room.

## Park Facilities

Tiled flooring well laid and to wet areas most practical.

Large room well arranged with easy access to the stainless steel washing sinks and all equipment.

Commercial laundry machines in very sound order.

The cupboard under the sink is perishing in places.

## Recreation, Sport & Leisure

Well located indoor games room with some good table top games and machines . Practical Parquet flooring laid.

Outdoor playground is sited away from trafficked areas on a grass surface. All the wooden equipment remains in sound order.

## Park Grounds

Lighting is minimal on the Park being confined to building exteriors.

The very smart and professional newly erected road sign is very good and creates a positive first impression of the Park.

Soundly mounted fire boxes, phone location still missing

Well defined tarmac roads with no weeds evident

Main refuse point screened off and signed. Both points are sited on sound washable bases.

Neat and tidy picnic table / benches

Well tended weed free plantings and colourful flower tubs, all hedges neatly maintained.

Very large camping field with easy access from all pitches to central facilities.

## Privately Owned Caravans/Seasonal Tourers

The seasonal touring caravans vary in age and style with all being well presented and tidy.

Well mown grass with the hard standings virtually weed free.

Set in rows with minimal privacy

## Letting Fleet

The single letting caravan is sited on a concrete base with no weeds evident.

Neat and tidy to the exterior. No screening to the undersides which is again encouraged.

## Toilet & Washing Facilities

Well signed exteriors in good decorative order.  
Tiled and painted internal walls are well maintained.  
Tiled flooring well fitted and practical for ease of cleaning.  
Well matched white sanitary ware with push button and free flow showers.  
Overhead strip lights above all cubicles.  
No heating or mechanical extraction fitted.  
Disabled and baby change room adds to ease of use

## Touring/Motorhome/Camping Pitches

Camping and touring pitches set on a well mown and spacious grass field with no real definition between each pitch. All have stunning sea views.  
Soundly mounted proprietary make of electric hook ups.  
All Water taps have sound drainage, brick surrounds and are signed.  
CWDP with a new internal sign needed . Indoor facility with sluice and flush system.  
The stainless steel wash up sinks have practical washable flooring, the outside sinks are fully exposed to the elements  
and suggest some form of roof / sides due to the coastal location of the Park

## Website Feedback

Very modern and newly commissioned website easily navigated with clear contact details and descriptions of facilities and the area.  
Location map.  
Access Statement  
The owner has no wish to include social media sites

## Potential for Improvement

Select signs are now looking weather worn and need replacing.  
Please fit covers to all strip lights.  
Phone location on fire boxes.  
Paint the concrete sluice in CWDP, install hand wash gel, replace the internal sign.  
Fit a roof and sides to outside wash up sinks. The adjacent raised manhole cover needs levelling.

## Highlights

Stunning location set within eight acres of farmland with amazing sea views.  
Neat and tidy grass pitches.  
Litter free throughout all areas.

# Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

**Name** Penhalt Farm Holiday Park

---

**Standard** Holiday Park

**Designator** Camping and Touring Park

**Rating** 3 Star

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

## Specialities (optional)

These have not been awarded or assessed.



# Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.

 Twitter @VisitEngland

## VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.