



Penhalt Farm Holiday Park

WIDEMOUTH BAY, Bude, EX23 0DG, ENGLAND

Summary

PENNANT RATING



DESIGNATOR

Caravan & Camping

QUALITY SCORE

83%

DATE OF INSPECTION

18 May 2023

TYPE

Day Inspection

INSPECTOR

Chris Pike

AAHotelServices@AAMediaGroup.co.uk

CONTACT


Jill

Site Manager

The purpose of my 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. It was good to visit Penhalt Farm again and catch up with site manager Jill. This working farm site was looking really good despite the bad weather earlier in the season. The facilities were spotless with good detail paid to the cleaning. There is a laundry room and a games room both clean and tidy. The pitches were well maintained with the surrounding grounds, trees, flowers and shrubs all looking good. Extensive sea and coastal views available on all pitches. I can confirm that the AA Classification remains at 3 Pennant with a slight increase in the quality score to 83%. I thanked Jill for her time and wished her well for the rest of the season.

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



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.
 - Parks should be security aware with lockable gates.
 - 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



Pitches

Meet 

- No more than 30 pitches per acre.
 - At least 5% of pitches allocated for tourers.
 - Individual electric hook up points should be provided to some pitches.
 - Several hard standings, wheel runs and/or firm level ground should be provided.
-



Amenities Block

Meet 

- An adequate drinking water supply & reasonable drainage.
 - Decent, modern or modernised toilet blocks, all-night lit, including 2WCs and 2 WHBs/gender/30 pitches.
 - 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.
 - Modern shower cubicles ideally with doors & free hot water.
 - Free hot water for dishwashing.
-



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.
-

Useful Numbers

Customer Support

All establishment enquiries, including inspections, reports, ratings, signage, training and consultancy, logo requests

01256 844455

AAHotelServices@aamediagroup.co.uk

Hotel Services Marketing

On and offline promotional opportunities, award event enquires

01256 338373

Hotel Services Accounts

All financial and payment enquiries

01733 207324

AACreditControl@aamediagroup.co.uk

Useful Links

Online Details Portal

Update your profile page on the AA's travel website RatedTrips.com; add up to 20 photographs and showcase your facilities.

www.ratedtrips.com/update

Business Support

Advice and support for your business, including training opportunities and discounts.

www.ratedtrips.com/business-support