



**Hotel and
Hospitality Services**

Penhalt Farm Holiday Park

WIDEMOUTH BAY, Bude, EX23 0DG, ENGLAND

Summary

STAR RATING

★★★

SCHEME

Camping & Caravanning

QUALITY SCORE

85%

DATE OF INSPECTION

05 June 2024

TYPE

Day Inspection

INSPECTOR

Chris Pike

AAHotelServices@AAMediaGroup.co.uk

CONTACT


Mr Dennis Marks

Owner

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. On my recent visit I met with Jill the park manager who kindly showed me around. Further investment this year sees the refurbishment of the toilet and shower block, finished to a very high standard. The pitches were well maintained with the grass cut and the surrounding grounds, trees, shrubs and flowers all looking good. I can confirm that the AA Classification remains at 3 Star with an increase in the quality score to a very good 85%. 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 Star) and additionally any services and facilities required for your target star 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 star 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 star rating.

CARAVAN & CAMPSITE



Statutory Obligations

Meet 

- Public Liability Insurance: whilst not a statutory requirement, it is a requirement for participation in this scheme. Proprietors may be asked to provide evidence that Public Liability Insurance cover is being maintained and that the requirements are being fulfilled.
 - Fulfilment of all relevant statutory obligations including but not restricted to:
 - Caravan Sites and Control of Development Act 1960 (as amended)
 - Site licence - The park must have planning permission and a site licence, a copy of which should be readily available, if applicable. If no site licence is applicable, documentary evidence confirming proof of exemption may be required.
 - Private Water Supplies.
 - TV Licensing (where applicable).
 - Re-sale of Electricity and Gas regulations.
 - Alcohol licensing (where applicable).
 - Fire risk assessment: to comply with the Regulatory Reform (Fire Safety) Order 2005; supply evidence that a written fire risk assessment has been carried out annually.
 - PAT Testing: electrical appliances should be subject to periodic in-house service and testing in accordance with the IET Code of Practice.
 - Gas safety and use (regulations 1998): to comply with regulations to ensure all fittings are maintained and annual checks are carried out by a Gas Safe engineer. Smoke and Carbon Monoxide Alarm (regulations 2022): a carbon monoxide alarm is equipped in any area which contains a fixed combustion appliance. A minimum of one smoke alarm per floor and it is recommended that these are interlinked.
 - Food safety/hygiene: register with the local Environmental Health department if food is served.
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Safety

Meet 

- Health and safety: operate safely with due regard to health and safety legislation.
 - Bunk Bed Regulations - Bunk beds sold in the UK must conform to the current safety regulations (British Safety Standard number BS EN 747:2012 + A1 2015).
 - British Standards applying to items such as cots, high chairs and play pens.
 - Blind cord legislation - According to the BS EN 13120 regulations, your blinds must have no accessible cords – if they do, they must be fitted with the appropriate child safety devices.
 - Planning: comply with local planning regulations.
 - Licensing: comply with all local licensing regulations.
 - Data Protection Act / GDPR as of May 2018: comply with this act/these regulations.
 - The Consumer Protection from Unfair Trading Regulations 2008: comply with these regulations by describing accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided.
 - Food Allergy and Intolerance: In the UK, food businesses must inform guests if they use any of the 14 allergens as ingredients in the food and drink they provide on menus or verbally.
 - Natasha's Law: Where food is freshly prepared, then packaged and displayed before being sold, must have a label listing full ingredients and highlights any of the 14 major allergens it contains.
 - PCI compliance: The standards of the Payment Card Industry Data Security Standard (PCI DSS). The standard contains a set of requirements designed to increase data security and protect merchants and customers when taking and making payments by debit or credit card.
 - PPL / PRS – License required where applicable.
 - Single use plastics - An extension on the ban for customers including plates, trays, cutlery, bowls, balloon sticks and polystyrene boxes for ready to consume food items.
 - Equality Act 2010: comply with this act. Welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief. Make 'reasonable' adjustments to improve services for disabled customers. Produce an Accessibility Guide – information on the accessibility of your facilities and services
 - Any caravan holiday homes for hire on the park must comply with British Standard BS 3632, the VisitEngland Minimum Standard and be of a proprietary make.
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Pitches

Meet

- Advertise an Access Guide.
 - Additional Public Liability Insurance is required for letting caravans.
 - The advertised sleeper number must not exceed manufacturers guidelines.
 - All caravan holiday homes must be thoroughly cleaned and checked before every letting and equipment maintained and replaced as necessary.
 - The park operator must be capable of arranging or carrying out repairs to caravans and equipment.
 - Emergency notices must be prominently displayed giving details of:
 - 24 hour emergency park contact ,Location and telephone numbers (including 999) For: Police ,Doctor ,Dentist ,Fire & Rescue ,Local hospital , Other relevant local emergency services e.g. HM Coastguard or Mountain Rescue
 - In locations where there is no mobile telephone signal, a telephone capable of making emergency calls must be available to visitors. This may be located in an on-site residential property e.g. Warden's or Owner's residence.
 - The park must have reception arrangements at appropriate times from which visitors can be directed to their caravan holiday home/pitch and where advice and assistance can be obtained if necessary.
 - Tourist information to be provided including details of nearest shops, cash machines and local attractions.
 - An appropriate degree of general safety and security to be maintained throughout the park and facilities, appropriate to the scale of the business.
 - All shower cubicles should have the following fitted or provided:
 - Door and/or shower curtain. Non-slip shower base or non-slip shower mats. A shelf or soap dish within the shower.
 - Hooks for hanging clothes to be provided in both WC cubicles and inside shower cubicles.
 - Shaver sockets to be provided, with mirror adjacent in all facility blocks for use of shavers and electric toothbrushes.
 - If baby change facilities are provided these must be available for both male and female parents to use. i.e. a comparable facility is to be available in both male and female toilet blocks or a separate facility accessible by both sexes.
 - The intended use of all facilities on the site must be clearly indicated by signage. On larger parks the location of facilities should also be clearly signposted.
 - All access roads, tracks or pathways within the site to be maintained in an acceptable condition so as to enable safe usage by visitors' vehicles or pedestrians without undue risk of damage to vehicles or towed equipment.
 - The site entrance and all principal access roads within the site to be adequately and appropriately (relative to type, size and location) lit during the hours of darkness.
 - Adequate provision for refuse disposal must be made. Wherever practicable this should include some degree of recycling facility.
 - The park must have fire fighting equipment and warning notices consistent with the current statutory obligations.
 - Parks providing any touring or camping pitches must provide suitable chemical waste disposal facilities unless specifically prohibited by the terms of the site license or other requirement of the local authority.
 - To abide by the Code of Conduct.
 - Smoke Alarm and Carbon Monoxide Detector to be fitted in ALL letting accommodation.
 - Where possible EV charging points should be considered in any future plans.
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Pre Arrival and Arrival

Meet

- To make clear to guests exactly what is included in the prices quoted for the pitches e.g. electricity, water, waste etc. Where VAT is applicable, all prices to be shown inclusive of VAT at standard rate.
- Full details of washing facilities provided on the website or printed form in advance of normal booking.
- Details of any in-house policies, e.g. no smoking, no pets etc. must be communicated at the time of booking, for example, clearly stated on website.
- Prospective guests should be made aware, prior to booking, of charges for additional services or facilities available, including cancellation terms, housekeeping and/or breakage deposits.
- Prices quoted at the time of booking not exceeded.
- The following information to be readily available prior to booking:
- A clear policy about pets on site. Either no pets or clearly stating that pets are welcomed and under what conditions. Assistance dogs must always be accepted.
- Distance of unit from nearest pub(s), shop(s), public transport etc.
- Nature of water supply, if not mains (water supply must meet all statutory regulations for drinking water).
- Types of energy supply, if not electric.
- Electricity voltage, if not standard.
- Is WiFi available?
- Is a good mobile signal available at the site?
- Any environmental and/or recycling policy detailed.
- A map and/or directions provided showing the location of the unit on booking or with brochure (this may be provided in more detail after booking).
- Possible check-in/ check-out times.
- Car parking arrangements near unit.
- Full terms and conditions clearly stated.



Site

Meet

- These parks are of a very good standard and offer the following facilities as a minimum.
- 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, heated toilet blocks (lit all night) to contain mirrors, shelves and hooks, shaver/hairdryer points, waste bin with lids in female toilets, well maintained toilet seats, soap, clean towels and/or hand dryer Modern shower cubicles (one per gender for every 35 pitches), ideally with doors, with free hot water.
- Automatic laundry with some drying facilities, separate from toilets (one washing machine and one tumble dryer is adequate) or laundrette facilities close by to the park with full information including directions and opening times.
- 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.
- Free hot water for dish-washing.
- Reasonable efforts at on-site security and supervision.

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](https://www.ratedtrips.com);
add up to 20 photographs and showcase your facilities.

<https://www.ratedtrips.com/update-your-profile>

Business Support

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

www.ratedtrips.com/business-support