



AA Inspection Report 2016 Camping and Caravan Parks

Penhalt Farm Holiday Park, WIDEMOUTH BAY, Cornwall EX23 0DG

Establishment Operation Details

	Male	Female	Unisex	Disabled
WCs 4su+	4	9	2	
WHBs	8	9	1	
Showers	4	4		
Cubiced WHB				
Cubiced WC + WHB				1*
Cubiced WC, WHB & Shower				
Bathrooms				

* Includes baby board

There is a 50p charge for showers.

Summary

AA Pennant Rating	3 Pennant
AA Quality Score	76%
Inspector	Chris Pike
Date of Inspection	20 th June 2016
Discussion with	Dennis Marks
Position	Proprietor
Email Address	info@penhaltfarm.co.uk

Overall Comments

Located not far from Widemouth Bay, Penhalt Farm has the benefit of a large level field for tents, caravans and motorhomes. I met with the owner Dennis who stated that apart from routine maintenance nothing much had changed to the park. Dennis was happy for me to carry out my inspection on my own. The toilet and shower block were spotless, smelling clean and fresh, as was the dish wash area and laundry room. The games room also houses the information centre with a good range of leaflets. Out on the park, the pitches were looking good with the grass cut, trees and shrubs well tended, and the colourful summer flowers adding a splash of colour, making this attractive park a very worthwhile visit.

I can confirm that the AA classification remains at 3 Pennant with a slight increase in the quality score to 76%.

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1 PENNANT

1.1	An adequate drinking water supply and reasonable drainage	YES	Convenient locations
1.2	CDP arrangements, ideally with running water & ideally flush system	YES	Very good, easy to use and clean
1.3	Flush toilets & toilet paper. If no sanitary facilities, please state clearly	YES	Modern facilities
1.4	Maximum 30 pitches per campable acre – give figures	YES	8 acres 100 tourers Total 100
1.5	Adequate refuse disposal, clearly signed	YES	Bin point near reception fenced in and tidy – also bin point in camping field behind low brick enclosure – all clean and tidy
1.6	Well-drained ground, and some level pitches	YES	Well drained and even
1.7	Entrance and access roads of adequate width and surface	YES	Very good entrance and top quality road
1.8	Whereabouts of emergency telephone shown	YES	At Reception
1.9	At least 5% of pitches for tourists – give %	YES	100%
1.10	Urgent telephone numbers signed	YES	In telephone box near reception
1.11	LFA needs satisfied	YES	

2 PENNANTS

2.1	Parks in addition to the requirements above offer an increased level of facilities, services and customer care plus good security and ground maintenance	YES	Exceeds expectations at this level
2.2	Separate washrooms, including 2 WCs and 2 WHBs/gender/30 pitches	YES	Requirements achieved
2.3	Hot and cold water direct to EVERY basin	YES	Good flow and temperature
2.4	Externally-lit toilet blocks	YES	Effective task lighting
2.5	Warden available during day, and 24-hour contact number signed	YES	Owner lives on site
2.6	Whereabouts of chemist/shop clearly signed	YES	As 1.8
2.7	Dish-washing facilities, covered and lit	YES	Dish wash in laundry and also al fresco at end of block – clean and well maintained.
2.8	Reception area	YES	Small, purpose built addition to owners house – includes basic shop
2.9	Consider basic site security	YES	

3 PENNANTS

3.1	Many parks come within this rating and the range of facilities is wide. All parks are to a very good standard	YES	A good example at this level
3.2	Evenly-surfaced roads and paths	YES	Good tarmac roads
3.3	Decent, modern or modernised toilet blocks, all-night lit, to contain: mirrors, shelves & hooks, shaver/hairdryer points, lidded waste bins in ladies toilets, uncracked toilet seats, soap and hand dryer/towels	YES	Recently modernised, freshly painted and very well maintained, with modern fittings and tiling. Very clean
3.4	Modern shower cubicles ideally with doors & free hot water	YES	Modern shower cubicles with Mira thermostatic control. 50p charge
3.5	Electric hook-ups – please give number & % of pitches	YES	27 = 27%
3.6	Some hardstandings/wheel runs/firm, level ground – please give number & % of pitches	YES	11 = 11%
3.7	Laundry with drying facilities, separate from toilets – details	YES	2WM+3TD+1Iron and Board Laundry – good spacious room, light and airy.
3.8	Child playground with some equipment/games room/recreation area unless park specifically geared towards adults only	YES	Various items of sturdy equipment plus outside table tennis and basketball net. Good sized games room with two pool tables, air hockey, video games and TV. Very good tourist information display
3.9	Public telephone on site or nearby, available 24 hours where mobile reception is poor	YES	Payphone near reception
3.10	Free hot water for dishwashing	YES	
3.11	Some reasonable efforts at providing site security and supervision	YES	Owner lives on site
3.12	Warden's hours and 24-hour contact number clearly shown	YES	Bell at reception

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4 PENNANTS

4.1	Have achieved an excellent standard in all areas, including landscaping of grounds, natural screening and attractive park buildings, and customer care and park security	NO	A good example at current level
4.2	Quality and upmarket toilet facilities ideally in all blocks	YES	
4.3	Spacious vanity-style WHBs ideally in all blocks , at least 2/25 pitches/gender, including some in cubicles	YES	No cubicle WHBs
4.4	Fully tiled, or equivalent showers, with dry areas, shelves and hooks, doors (not curtains) min 1/30 pitches/gender. Should be free.	NO	Token operated (currently 50p token)
4.5	Some WC/WHB cubicles	NO	This facility not provided
4.6	Baby-changing facilities	YES	Baby change table in disabled unit
4.7	Quality shop on site, or within a reasonable distance	YES	Basic shop on site
4.8	Warden available 24 hours	YES	Owner lives on site
4.9	Reception area open during the day, with tourist information available	YES	Tourist information in games room
4.10	Internal roads, paths and toilet blocks lit at night	NO	Toilet block only lit
4.11	A maximum of 25 pitches per campable acre	YES	
4.12	Toilet blocks heated October to Easter	NO	Summer season only
4.13	Minimum 50% electric hook-ups – please give numbers and % of pitches	NO	27%
4.14	10% hardstandings where necessary – please give numbers and % of pitches	YES	11%
4.15	Late arrivals enclosure, or arrangements made	YES	
4.16	Good on-site security and supervision commensurate with site	NO	Insufficient at this level

5 PENNANTS

5.1	Premier parks are of an extremely high standard, set in attractive surroundings with mature landscaping. Facilities, security and customer care are of an exceptional quality	NO	
5.2	Several designated self-contained cubicles ideally containing WC, WHB + shower/bath. Remaining WHBs ideally cubicled.	NO	
5.3	All toilet blocks to be heated	NO	
5.4	Fully-serviced pitches ideally 25% of total – give percentage	NO	
5.5	Electric hook-ups to ideally 75% of pitches – give percentage	NO	
5.6	Hardstandings (where necessary), ideally 20% - give numbers	NO	
5.7	Motorhome service point with access for large units	NO	
5.8	Excellent supervision and security including barriers CCTV or similar	NO	
	Premier Parks may also provide		
P1	Heated swimming pool		
P2	Quality shopping facilities		
P3	Café or restaurant, as well as bar		
P4	A designated walking area for dogs (if accepted)		

HOLIDAY CENTRES

H1	A wide range of on-site sports, leisure and recreational facilities		
H2	Supervision and security at a very high level		
H3	A choice of eating outlets		
H4	Touring facilities of equal importance to statics		
H5	A maximum density of 25 touring pitches per acre		
H6	Clubhouse with entertainment provided		
H7	Automatic laundry		

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