

Quality Standards for Caravan and Camping Parks

Getting the recognition you deserve

5-point pennant classification

AA caravan and camping parks are classified on a 5-point scale according to their style and the range of facilities they offer.

The pennant ratings increase in correlation with the quality and variety of facilities and amenities a park offers. There is also a separate Holiday Centre classification that distinguishes this category of park.

The percentage score

The pennant rating is supported by a percentage score, which helps to differentiate between parks with the same pennant rating. This percentage score appears in the AA Caravan & Camping Guide alongside the AA pennant rating for parks, and the Holiday Centre logo for holiday parks.

Defining the ratings

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 Parks ▶▶▶▶

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 dishwashing
- Reasonable efforts at on-site security and supervision

4 Pennant Parks ▶▶▶▶▶

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 Premier Parks ▶▶▶▶▶▶▶▶

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 cubicled
- All toilet blocks to be heated
- Several fully-services pitches
- Electric hook-ups to most pitches
- Hardstandings where necessary, at least 20% of total amount
- Motorhome service point with access for large unit
- Excellent supervision and security, including barrier

Holiday Centres

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.

Contact Us

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