



AA Inspection Report 2010 Camping and Caravan Parks

Broadhembury Caravan and Camping Park, Ashford, Kent

Establishment Operation Details	Male	Female	Unisex	Disabled
WCs	3+4	7	1	
WHBs	4	4	1	
Showers	5	6		
Cubiced WHB				
Cubiced WC + WHB	2	2		
Cubiced WC, WHB & Shower Bathrooms				1

Summary

AA Pennant Rating	Upgrade to 5 Pennant
AA Quality Score	83%
Inspector	David Hancock
Date of Inspection	20 August 2010
NAME	Mrs Beer
Position	Manager & Warden
Email Address	holidaypark@broadhembury.co.uk

Overall Comments

From the smart reception, with its small shop, library and excellent information area, to the spacious, well-laid out pitches in the two touring areas, and the spotlessly clean and modern toilet facilities, this long established park continues to impress due to its high standards of maintenance from hands-on family owners (over 40 years) and high levels of customer care. Pleased to hear that the adults-only area by reception is proving very popular, so much so that it has been extended (very well – extra ehu pitches) and three excellent fully-serviced hardstanding pitches have been created. The area is maturing well and the addition of the new toilet block here in 2011 will certainly finish this area off nicely. I noted that it will be a similar layout to the current block and good to see more cubiced facilities (WC/WHB) – I'm sure the quality will be top notch. With this in mind for 2011 and looking at the overall quality of the park (facilities and customer care), I can confirm an upgrade to an AA 5 Pennant status with a quality score of 83%.

1 PENNANT

1.1	An adequate drinking water supply and reasonable drainage	Y	Signed
1.2	CDP arrangements, ideally with running water & ideally flush system	Y	Closet in toilet block with flush and running water - good
1.3	Flush toilets & toilet paper. If no sanitary facilities, please state clearly	Y	
1.4	Maximum 30 pitches per campable acre – give figures	Y	100 pitches
1.5	Adequate refuse disposal, clearly signed	Y	Screened wheelie skips + recycling
1.6	Well-drained ground, and some level pitches	Y	
1.7	Entrance and access roads of adequate width and surface	Y	
1.8	Whereabouts of emergency telephone shown	Y	Reception
1.9	At least 5% of pitches for tourists – give %	Y	70%
1.1	Urgent telephone numbers signed	Y	
1.11	LFA needs satisfied	Y	

2 PENNANTS

2.1	Park to 2P standard	Y	
2.2	Separate washrooms, including 2 WCs and 2 WHBs/sex/30 pitches	Y	
2.3	Hot and cold water direct to EVERY basin	Y	
2.4	Externally-lit toilet blocks	Y	
2.5	Warden available during day, and 24-hour contact number signed	Y	Resident
2.6	Whereabouts of chemist/shop clearly signed	Y	
2.7	Dish-washing facilities, covered and lit	Y	Conservatory style preparation room with fridge, freezer and micro waves
2.8	Reception area	Y	Smart modern reception
2.9	Consider basic site security	Y	Electronic gate on key pad. Resident wardens + CCTV

3 PENNANTS

3.1	Park to acceptable 3 Pennant standard	Y	
3.2	Evenly-surfaced roads and paths	Y	
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	Y	Extended and totally refitted to an exceptionally high quality. The exterior is equally impressive with a mellow red brick infilled with stone and expensive hard wood doors
3.4	Modern shower cubicles ideally with doors & free hot water	Y	
3.5	Electric hook-ups – please give number & % of pitches	Y	90
3.6	Some hardstandings/wheel runs/firm, level ground – please give number & % of pitches	Y	19 (3 new fully serviced in adults field)
3.7	Laundry with drying facilities, separate from toilets – details	Y	Large well equipped. The two wall towel heaters. A nice touch, not seen before. 1WM/1TD/2DS
3.8	Child playground with some equipment/games room/recreation area, unless specifically geared towards adults only	Y	Excellent. Special fenced area for tots with lots of imaginative pieces. Games room with table tennis, pool and arcade games large and well furnished. Custom made large colourful climbing frame + football pitch + interesting to note that the Chelsea football coach has been on site teaching youngsters
3.9	Public telephone on site or nearby, available 24 hours, where mobile phone reception is poor	Y	
3.10	Free hot water for dishwashing	Y	
3.11	Some reasonable efforts at providing site security and supervision	Y	
3.12	Warden's hours and 24-hour contact number clearly shown	Y	Resident wardens

4 PENNANTS

4.1	Facilities, services, customer care, security & grounds all of 4P standard	Y	
4.2	Quality and upmarket toilet facilities ideally in all blocks	Y	
4.3	Spacious vanitory-style WHBs ideally in all blocks , at least 2/25 pitches/gender, including some in cubicles	Y	Modern inviting décor and fitting. The very large family room/disabled with both shower and bath a special feature
4.4	Fully-tiled or equivalent showers ideally in all blocks , with dry areas, shelves and hooks, doors (not curtains) min 1/30 pitches/sex. Should be free.	Y	
4.5	Some WC/WHB cubicles, at least 2 up to 150 pitches, 4 over 150 pitches, and 6 over 300 pitches etc	Y	
4.6	Baby-changing unit (ideally)	Y	Excellent family room and parent and child room – latter with bath, sink, baby seat, hairdryer, heated towel rail and soaps etc
4.7	Quality shop on site, or within a reasonable distance	Y	
4.8	Warden available 24 hours	Y	
4.9	Reception area open during the day, with tourist information available	Y	Large beautifully designed exterior and interior
4.10	Internal roads, paths and toilet blocks lit at night	Y	
4.11	A maximum of 25 pitches per campable acre	Y	
4.12	Toilet blocks heated October to Easter	Y	Under floor heating
4.13	Minimum 50% electric hook-ups – please give numbers and % of pitches	Y	90%
4.14	10% hardstandings where necessary – please give numbers and % of pitches	Y	
4.15	Late arrivals enclosure or arrangements made	Y	
4.16	Good on-site security and supervision commensurate with site	Y	

5 PENNANTS

5.1	Facilities, services, customer care, security and grounds to be of 5P standard.	Y	Overall quality of park is 5P + new extra toilet block for 2011
5.2	Several designated self-contained cubicles ideally containing WC, WHB + shower/bath. Remaining WHBs ideally cubicled.	Y	1 family room/disabled; cubicled WC/WHB in L&G + more soon
5.3	All toilet blocks to be heated	Y	
5.4	Fully-serviced pitches at least 25% of total – give percentage	N	Just 7
5.5	Electric hook-ups to at least 75% of pitches – give percentage	Y	
5.6	Hardstandings (where necessary), at least 20% - give numbers	Y	26%
5.7	Motorhome service point with access for large units	Y	
5.8	Excellent supervision and security including barriers etc	Y	
	Premier Parks may also provide		
P1	Heated swimming pool	N	
P2	Quality shopping facilities	N	
P3	Café or restaurant, as well as bar	N	
P4	A designated walking area for dogs (if accepted)	Y	