



CODE OF CONDUCT AND MINIMUM QUALITY STANDARDS

Touring and Camping Parks

Statutory Obligations

Public Liability Insurance – while not a statutory requirement, it is a requirement for participation in this scheme.

Fire Risk Assessment – comply with the Regulatory Reform (Fire Safety) Order 2005; Supply evidence that a Fire Risk Assessment has been carried out annually.

Gas appliances – to comply with the Gas Safety (Installations and Use) Regulations 1998; Supply evidence that all gas appliances have been checked annually by a GAS SAFE registered gas installer.

Comply with the Electrical Equipment (Safety) Regulations 1994; All mains electrical equipment for guest use is regularly maintained to ensure it is safe.

Operate safely with due regard to health & safety legislation and with evidence of consideration for the safety of guests and the security of guest's property; supply clear information on how to contact proprietor/manager in case of emergency.

Comply with the Private Water Supply Regulations 2009, and provide a Water Test Certificate, where applicable.

Comply with the Caravan Sites and Control of Development Act 1960 (as amended) and all local planning and licensing regulations, where applicable (Site Licence must be made available to the QiC Assessor).

Quality in Cornwall strongly recommends the provision of an Access Statement.

Comply with the Food Hygiene Regulations 2006, where applicable.

CODE OF CONDUCT

In addition to fulfilling all relevant Statutory Obligations where they relate to the comfort, safety or welfare of their guests, or to the regulation of the contractual or other relationship with them, members undertake to observe the following Code of Conduct:

- 1 To ensure high standards of courtesy and cleanliness, catering and service appropriate to the type of establishment.
- 2 To describe fairly to all visitors and prospective visitors the amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means. To allow visitors to see facilities, if requested, before booking. To explain details of charges for additional services or facilities available, including cancellation terms, if any.
- 3 To make clear to visitors exactly what is included in all prices quoted for the facilities, and for any additional services or facilities, including service charges, taxes and other surcharges.
- 4 To make clear to all prospective guests in all brochures, conditions and details and, where appropriate, by word of mouth, any restrictions on the access to the facilities by the guest, in such a way that each prospective guest is aware of any such restrictions before making any booking.
- 5 Not to exceed the price current at time of reservation for facilities or other services.
- 6 To give each guest, on request, details of payments due and a receipt for payment made. Presentation of the bill should be clearly detailed.
- 7 To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from guests.
- 8 Proprietor or staff to be on duty during guests' arrival and departure periods. To provide an effective means for guests to call for the attention of the proprietor or staff, who should be available at all reasonable times.
- 9 To advise visitors at the time of booking, and subsequently, if the facilities offered has been changed, indicating the location of such facilities, and any difference in comfort and amenities from the facilities offered originally.
- 10 Not to conduct themselves in any business or operate any unregistered facilities or otherwise act in such a way as to cause damage or disrepute to the Tourist Industry in general.
- 11 To allow a Quality in Cornwall inspector reasonable access to the establishment, on request, to confirm that the Code of Conduct and Minimum Standards are being observed.

Sustainability

Demonstrate a commitment to sustainable tourism through at least three of the following actions:

- Measuring, managing and minimising energy use.
- Monitoring, managing and minimising water consumption.
- Reducing waste.
- Buying locally.
- Promoting sustainable transport options.
- Developing an Environmental Policy or Action Plan.

MINIMUM STANDARDS

All buildings and their fixtures, fittings, furnishings and decor must be fit for the purpose intended and maintained in good clean condition. They should have sufficient space to allow freedom of movement for guests.

CONDITION OF APPROVAL

Registration is subject to the observance by the proprietor of the letter and spirit of this document and any breach of the Code of Conduct or Minimum Standards may lead to the withdrawal of the award.