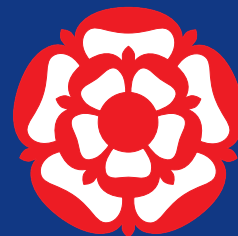




Quality in Tourism



## Walkers Welcome - Holiday, Touring and Camping Parks and Individual Caravan

**Walking is an increasingly popular activity while on holiday in the UK. For example, in 2003 over 45 million trips included short walks and 37 million included long walks or hikes.**

The new scheme, which was developed with expert advice and support from the Countryside Agency and the Youth Hostel Association, will give walkers the confidence that they are booking quality accommodation that meets their particular needs. Simple common criteria for the scheme have been introduced along with several activity specific requirements.

**All participants must be a member of the British Graded Holiday Parks Scheme or an assessed Individual Caravan.**

### Facilities and Services:

- A separate and secure facility with a heat source should be available for drying outdoor clothing and footwear.
- Access to facilities with water supply for cleaning boots and outdoor clothing. Boot scrapes are recommended. The water supply should be clearly labelled and advertised and should be separate to the drinking water points.
- First Aid kit to be provided as appropriate to size of business, this may be located in a central point and advertised in each letting caravan and at reception.
- Clothes washing facilities, laundry service or details of nearest launderette facility should be provided.

### Food Arrangements:

- In the case of campers, where there is no cafe (or similar) serving hot drinks throughout the day on site or the facilities to make one, then an offer of a hot drink on arrival should be made to all campers (i.e. before or whilst pitching their tents).
- Details and directions for the nearest food shop provided, if not available on site. This can be at a central, easily accessible information point and should also be placed in hire fleet.
- Provision, on request, for the pre-ordering of basic grocery items prior to arrival for guests arriving without a car.

### Information Provision:

This can be at a central, easily accessible information point and may be placed in hire fleet.

- Details of nearest doctor, dentist, hospital, and all night chemist and vets (if pets accepted). Access to these details should be prominent and available 24 hours.
- Maps and books available for reference on walking in the area/details of local and regional walking routes and organisations.
- Information on local public transport or contact details provided. Also details of any baggage transfer and taxi companies operating locally.
- Weather information for the area displayed prominently and/or telephone numbers that can be called for the latest information by guests, if required.
- Information on local attractions and events and/or local tourist information centre number and directions supplied.
- Information provided on location and opening times of nearest shops, including directions.
- Details of nearest bank/cash machine, public telephone, post office, post box and outdoor equipment shops.
- Details displayed for rescue services, including Mountain Rescue and Coastguard (if appropriate) and stating 999 phone number (112 from a mobile phone).

- Details displayed of the Countryside Code ([www.countrysideaccess.gov.uk](http://www.countrysideaccess.gov.uk) or 0845 100 3298).
- Details of local restaurants and pubs offering food.
- Information on other businesses participating in the Walkers Welcome scheme.
- If group bookings are taken, information should be available for groups on storage facilities, dining facilities/options, and pre arrival information required and provided.



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## Cyclists Welcome - Holiday, Touring and Camping Parks and Individual Caravan

Cycling is an increasingly popular way of taking a holiday in the UK. British visitors took an estimated 26 million cycling trips in England in 2002 alone.

The new scheme, which was developed with expert advice and support from the Countryside Agency and the Youth Hostel Association, will give cyclists the confidence that they are booking quality accommodation that meets their particular needs. Simple common criteria for the scheme have been introduced along with several activity specific requirements.

**All participants must be a member of the British Graded Holiday Parks Scheme or an assessed Individual Caravan.**

### Facilities and Services:

- A separate and secure facility should be available with a heat source for drying outdoor clothing and footwear.
- Bicycle rack suitable for locking bicycle to adjacent to reception and other central facilities.
- Lockable undercover area for safe overnight storage of bicycles and panniers, with an unobstructed entrance.
- Access to facilities with water supply for washing bicycles and outdoor clothing. This should be clearly labelled and advertised and should be separate to the drinking water points, hose and/or bucket and cloth to be available.
- Emergency cycle and puncture repair kit available centrally, and advertised as available in reception. Suggested items to include: tyre levers, puncture repair kit, lubricant, pump capable of being used for different valves, these may be charged for.
- First Aid kit to be provided as appropriate to size of business, this may be located in a central point and advertised in each letting caravan and at reception.
- Clothes washing facilities, laundry service or details of nearest launderette facility should be provided.

### Food Arrangements:

- In the case of campers, where there is no cafe (or similar) serving hot drinks throughout the day on site or the facilities to make one, then an offer of a hot drink on arrival should be made to all campers (i.e. before or whilst pitching their tents).
- Details and directions for the nearest food shop provided, if not available on site. This can be at a central, easily accessible information point and should also be placed in hire fleet.
- Provision, on request, for the pre-ordering of basic grocery items prior to arrival for guests arriving without a car.

### Information Provision:

This can be at a central, easily accessible information point and may be placed in hire fleet.

- Details of nearest cycle hire outlets and cycle repair/spares shops available.
- Details of nearest doctor, dentist, hospital, and all night chemist and vets (if pets accepted). Access to these details should be prominent and available 24 hours.
- Maps and books available for reference on cycling in the area/details of local and regional cycling routes and organisations.
- Information on local public transport and what cycle carriage facilities are available or contact details provided. Also details of any baggage transfer and taxi companies operating locally.
- Weather information for the area displayed prominently and/or telephone numbers that can be called for the latest information by guests, if required.
- Information on local attractions and events and/or local tourist information centre number and directions supplied.
- Information provided on location and opening times of nearest shops, including directions.
- Details of nearest bank/cash machine, public telephone, post office, post box and outdoor equipment shops.
  - Details displayed for rescue services, including Mountain Rescue and Coastguard (if appropriate) and stating 999 phone number (112 from a mobile phone).
  - Details displayed of the Countryside Code ([www.countrysideaccess.gov.uk](http://www.countrysideaccess.gov.uk) or 0845 100 3298).
  - Details of local restaurants and pubs offering food.
  - Information on other businesses participating in the Cyclist Welcome scheme.
- If group bookings are taken information should be available for groups on storage facilities, dining facilities/options, and pre arrival information required and provided.



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