



AA Inspection Report 2017 Camping and Caravan Parks

Twelve Oaks Farm Caravan Park, NEWTON ABBOT, Devon TQ12 6QT

Establishment Operation Details

	Male	Female	Unisex	Disabled
WCs 2su+	5	6		
WHBs	6	6		
Showers	5	3		
Cubicle WHB				
Cubicle WC + WHB				
Cubicle WC, WHB & Shower	1	1		1 (family room – key)
Bathrooms			1 family	

Main block plus porta loo block

Summary

AA Pennant Rating	4 Pennant
AA Quality Score	82%
Inspector	Chris Pike
Date of Inspection	25 th April 2017
Discussion with	Andrew and Clare Gale
Position	Owners
Email Address	info@twelveoaksfarm.co.uk

Overall Comments

It was good to see Andrew and Clare again, the hardworking owners of this immaculate park, and I carried out my inspection on my own. The park was looking good with all the pitches clean and tidy, the grass cut and the shrubs and flowers well tended. The toilets and showers were spotless, well finished with top grade fixtures and fittings, as was the dish wash area and laundry room. Andrew has added an extra CDP, which is first class and a good addition for this busy park. After my inspection Clare explained that they had introduced an online booking system, which was proving popular. Key features are:

- * Spacious reception and shop
- * Outdoor swimming pool
- * Large children's play area
- * Excellent toilet and shower facilities

All in all a well maintained park and a credit to the owners. I can confirm that the AA classification remains at 4 Pennant with a slight increase in the quality score to 82%.

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1 PENNANT

1.1	An adequate drinking water supply and reasonable drainage	Y	
1.2	CDP arrangements, ideally with running water & ideally flush system	Y	Excellent, good running water and flush New unit in lower field
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	78 tourers – 2 acres plus rally field
1.5	Adequate refuse disposal, clearly signed	Y	Good bin compound at toilet block + full recycling
1.6	Well-drained ground, and some level pitches	Y	Slightly sloping ground but level pitches, some neatly terraced
1.7	Entrance and access roads of adequate width and surface	Y	
1.8	Whereabouts of emergency telephone shown	Y	Telephone kiosk by reception block
1.9	At least 5% of pitches for tourists – give %	Y	100%
1.10	Urgent telephone numbers signed	Y	Numbers in laundry + phone box
1.11	LFA needs satisfied	Y	

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	Y	Excellent at this level
2.2	Separate washrooms, including 2 WCs and 2 WHBs/gender/30 pitches	Y	
2.3	Hot and cold water direct to EVERY basin	Y	Good flow rate
2.4	Externally-lit toilet blocks	Y	Low level lighting
2.5	Warden available during day, and 24-hour contact number signed	Y	Numbers posted on reception door
2.6	Whereabouts of chemist/shop clearly signed	Y	
2.7	Dish-washing facilities, covered and lit	Y	Very clean – part of laundry room
2.8	Reception area	Y	Small reception with shop – nicely decked out with old farm tools
2.9	Consider basic site security	Y	CCTV and barrier system + automatically locking gate

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	Y	Excellent at this level
3.2	Evenly-surfaced roads and paths	Y	Good tarmac roads and evenly surfaced gravel 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	Y	Purpose-built toilet facilities kept clean and tidy throughout, as were those in Portaloo cabins. Block fully refurbished for 2016
3.4	Modern shower cubicles ideally with doors & free hot water	Y	Spacious with doors, seat and good drying area
3.5	Electric hook-ups – please give number & % of pitches	Y	100%
3.6	Some hardstandings/wheel runs/firm, level ground – please give number & % of pitches	Y	38 = 50%
3.7	Laundry with drying facilities, separate from toilets – details	Y	2WM+1TD in very pleasant room + tourist information
3.8	Child playground with some equipment/games room/recreation area, unless park specifically geared towards adults only	Y	Outdoor swimming pool available for campers use
3.9	Public telephone on site or nearby, available 24 hours, where mobile phone reception is poor	Y	Telephone box near reception
3.10	Free hot water for dishwashing	Y	
3.11	Some reasonable efforts at providing site security and supervision	Y	CCTV, security barrier, automatic locking gate and owners/wardens live on site
3.12	Warden's hours and 24-hour contact number clearly shown	Y	Owner/warden's numbers on reception door

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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	Y	
4.2	Quality and upmarket toilet facilities ideally in all blocks	Y	Superb toilet and shower facilities
4.3	Spacious vanity-style WHBs ideally in all blocks, at least 2/25 pitches/gender, including some in cubicles	Y	Top class fixtures and fittings
4.4	Fully tiled, or equivalent showers, with dry areas, shelves and hooks, doors (not curtains) min 1/30 pitches/gender. Should be free.	Y	
4.5	Some WC/WHB cubicles	Y	Good quality rooms
4.6	Baby-changing facilities	Y	In family bathroom
4.7	Quality shop on site, or within a reasonable distance	Y	Local supermarkets plus basic items in shop
4.8	Warden available 24 hours	Y	Owners available and live on site
4.9	Reception area open during the day, with tourist information available	Y	Separate tourist information in laundry – well stocked
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	
4.13	Minimum 50% electric hook-ups – please give numbers and % of pitches	Y	100%
4.14	10% hardstandings where necessary – please give numbers and % of pitches	Y	38 = 50%
4.15	Late arrivals enclosure, or arrangements made	Y	
4.16	Good on-site security and supervision commensurate with site	Y	CCTV (4 cameras), security barrier and automatic locking gate. Owners and wardens also live on site

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	N	A very good example at current level
5.2	Several designated self-contained cubicles ideally containing WC, WHB + shower/bath. Remaining WHBs ideally cubicled.	Y	Fully serviced cubicles + family/disabled room
5.3	All toilet blocks to be heated	Y	
5.4	Fully-serviced pitches, ideally 25% of total – give percentage	Y	26%
5.5	Electric hook-ups to ideally 75% of pitches – give percentage	Y	100%
5.6	Hardstandings (where necessary), ideally 20% - give numbers	Y	49%
5.7	Motorhome service point with access for large units	N	
5.8	Excellent supervision and security including barriers etc	Y	See above
	Premier Parks may also provide		
P1	Heated swimming pool	Y	Outdoor with patio and sun beds
P2	Quality shopping facilities	N	
P3	Café or restaurant, as well as bar	N	
P4	A designated walking area for dogs (if accepted)	N	

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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