

EUROPEAN QUALITY STANDARD FOR CAMPING SITES (EuQSCS)

Preamble

This **European Quality Standard** was elaborated by international tourism experts and specialists of the European Economic Chamber of Trade, Commerce and Industry EEIG (Brussels) to avoid unfair competition, to protect consumer interest and to contribute to an improvement of the quality in this specific field.

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Camping sites the quality of which complies with the quality criteria as stipulated by the European Quality Standard for Camping-Sites (EuQSCS) can be certified as quality enterprises and the owners and managers, respectively, of such camping sites can be entitled to use the relevant LOGO of the European Economic Chamber of Trade, Commerce and Industry on their products, folders, price lists, letterheads etc.

I. General Remarks

The national structural, hygienic, environmental and energy saving (e.g. using solar energy) requirements as well as the stipulations laid down by the fire authorities have to be met. The camping site and its equipments shall be children friendly and suitable for handicapped and disabled persons. Every possible risks has to be avoided by all safety precautions and security indications, e.g. adult swimming pool with life-buoy and with indication of depth.

II. Friendly Welcome

Checking in, the guests of the camping site shall be given a welcome present free of charge. This present can consist of a shopping bag containing e.g. 2 pairs of plastic sandals, a roll of toilet paper, a roll of paper towels, a refuse bag, a detergent, a sponge, and two clothes-pins.

III. Normal Services

Electric current has to be available at all lots and mobile homes. Gas bombs for cooking and heating (if not by electricity) shall be changed as soon as they are empty, free of charge.

IV. Additional Needs

On request every guest shall obtain a sheet, a cushion cover, a blanket cover and two towels for extra costs.

V. Animals

There shall be indications whether pets are admitted. Water bowls for animals shall be accessible. No admittance for dogs to children playing-grounds and swimming-pools.

VI. Checklist

01 Environment, position, attainability

The camping site is located

- 6011 on the sea shore
- 6012 at the beach of a lake
- 6013 in the mountains
- 6014 with a beautiful view to sea, a lake, river or mountains
- 6015 in a lovely countryside
- 6016 on a river
- 5011 near to natural beauties
- 5012 near to thermal baths
- 5013 near to shops or supermarket
- 5014 within walking distance to the sea or a lake
- 5015 near to sightseeing places (castle, museum, art gallery, etc)
- 5016 easily attainable by car, coach, railway, airline

02 Seasonal opening time of the camping-site

The camping site is opened

- 5021 the whole year

- 4021 more than nine months
 3021 more than six months
 2021 less than six months

03 Daily opening hours of the reception

The reception of the camping site is opened daily

- 5031 24 hours (0 – 24)
 4031 12 hours (8 – 20 or 9 – 21, respectively)
 3031 12 hours (8 – 20 or 9 – 21, respectively)
 2031 less than 12 hours

04 Daily opening hours of the swimming pool(s)

The swimming pool(s) is (are) opened daily

- 5041 more than 12 hours
 4041 12 hours (8 – 20 or 9 – 21, respectively)
 3041 less than 12 hours

05 Daily opening hours of the restaurant/café

The restaurant/café is opened daily

- 5051 more than 12 hours
 4051 12 hours (8 – 20 or 9 – 21, respectively)
 3051 less than 12 hours

06a Daily opening hours of the shops, mini-markets etc.

Shops, mini-markets etc. are opened daily

- 5061 more than 12 hours
 4061 12 hours (8 – 20 or 9 – 21, respectively)
 3061 less than 12 hours

06b Delivery of fresh bread, fruits, vegetables etc.

This delivery takes place

- 5062 every day (without previous ordering)
 4062 every day (without previous ordering)
 3062 every day (due to orders the day before till 20 hrs.)

2062 at least twice a week farmers' market

07a Size of the camping lots (for tents, caravans, mobile homes, and cars)

The size of the camping lots is

5071 at least 56 m²

4071 at least 48 m²

3071 at least 40 m²

2071 at least 32 m²

07b Equipment for camping lot

The equipment consists of

5072 4 bed chairs, a table with 2 benches, a sunshade (or rain protection), a clothes-line

4072 2 bed chairs, 2 chairs, a table with 2 benches, a sunshade (or rain protection), a clothes-line

3072 2 chairs, a table with 2 benches, a sunshade (or rain protection), a clothes-line

2072 a table with 2 benches, a sunshade (or rain protection), a clothes-line

08 Size of accommodation unit (fixed mobile home/caravan or bungalow)

The size amounts to

5081 for 4 persons 26 m² or more

5082 for 6 persons 30 m² or more

4081 for 4 persons 24 m² or more

4082 for 6 persons 28 m² or more

3081 for 4 persons 22 m² or more

3082 for 6 persons 26 m² or more

2081 for 4 persons 20 m² or more

2082 for 6 persons 24 m² or more

09a Scope of installations in the accommodation unit (fixed mobile home/caravan or bungalow)

The accommodation units are equipped

5091 fully with electricity, gas, water, canalisation, heating or cooling (air condition) according to climate

4091 fully with electricity, gas, water, canalisation, heating or cooling (air condition) according to climate

- 3091 fully with electricity, gas, water, canalisation, heating or cooling (air condition) according to climate

09b Quality of comfort of the accommodation unit (fixed mobile home/caravan or bungalow)

The accommodation units are equipped

- 5092 with bath tube, shower, wash-basin, separate toilet (WC)
 4092 with shower, wash-basin, separate toilet (WC)
 3092 with shower, wash-basin, and toilet
 2092 with wash-basin, and toilet

10 Ratio of accommodation units (fixed mobile homes/caravans or bungalows) to total size of the camping site

The area of accommodation units at the camping site are

- 5101 30% or more
 4101 25% or more
 3101 20% or more
 2101 less than 20%

11 Number of living rooms per accommodation unit (fixed mobile home/caravan or bungalow)

There are (is)

- 5111 2 rooms for 4 persons each
 4111 1 room for 6 persons
 3111 1 room for 4 persons

12 Number of bedrooms per accommodation unit (fixed mobile home/caravan or bungalow)

There are (is)

- 5121 more than 2 bedrooms (for 2 persons each)
 4121 2 bedrooms (for 2 persons each)
 3121 1 room (for 2-4 persons)

13 Quality and range of household equipment (more or less minimum requirements)

The following tools and gears are in the kitchen or kitchenette:

- 0001 stove with oven

- 0002 refrigerator
- 0003 sink with running water and drain
- 0004 fire-extinguisher
- 0005 vacuum-cleaner
- 0006 dustbin
- 0007 broom
- 0008 hand-brush
- 0009 dustpan
- 0010 toilet brush
- 0011 cleaning cloth
- 0012 duster
- 0013 door-mat
- 0014 shoe storage tray
- 0015 coffee machine
- 0016 electric water-boiler (tea, soups)
- 0017 bucket
- 0018 wash bowl
- 0019 serving board
- 0020 bread basket
- 0021 mixing bowl (e.g. for dough)
- 0022 salad sieve
- 0023 noodle sieve
- 0024 2 pots
- 0025 2 pans with handle
- 0026 big baking dish (e.g. for food *au gratin*)
- 0027 small baking dish
- 0028 big bowl for salads
- 0029 small bowl for salads
- 0030 6 cups and saucers (big)
- 0031 6 cups and saucers (small)
- 0032 6 plates for soup

- 0033 6 plates for dishes
- 0034 6 small plates
- 0035 6 big glasses (for water/beer)
- 0036 6 wine glasses
- 0037 6 small deep bowls
- 0038 8 knives
- 0039 8 forks
- 0040 8 big spoons (soup)
- 0041 8 small spoons (tea)
- 0042 4 steak knives
- 0043 2 cooking spoons
- 0044 ladle
- 0045 spatula (for turning roasting foods)
- 0046 pair of salad servers
- 0047 kitchen knife
- 0048 bread knife
- 0049 electric lighter for gas stove
- 0050 bottle-opener
- 0051 corkscrew
- 0052 tin-opener
- 0053 pair of nutcrackers
- 0054 oyster knife
- 0055 big round plate
- 0056 big oval plate
- 0057 big angular plate
- 5131 dishwasher and washing-machine, micro-wave
- 4131 dishwasher or washing-machine, micro-wave
- 3121 micro-wave

Outdoor equipment:

14 Swimming pool(s)

There are (is)

- 5141 1 pool for adults (at least 25 x 10 m) heated and 1 pool for children (at least 10 x 5 m) heated and secured
- 4141 1 pool for adults (at least 20 x 8 m) heated and 1 pool for children (at least 8 x 4 m) heated and secured
- 3141 1 pool for adults (at least 12 x 6 m) heated and 1 pool for children (at least 5 x 3 m) heated and secured
- 2141 1 pool (at least 10 x 6 m including secured children area)

Near the pool(s) are

- 5142 30 bed chairs, 15 sunshades
- 4142 25 bed chairs, 10 sunshades
- 3142 20 bed chairs, 7 sunshades
- 2142 10 bed chairs, 3 sunshades

15 Common toilets and washrooms

At the camping site there a generally used toilets and washrooms with

- 5151 25 shower cabins for ladies
- 5152 25 shower cabins for gents
- 5153 15 toilets for ladies
- 5154 15 toilets for gents
- 5155 10 washing-machines (with coins)
- 5156 2 common places for drying of clothes
- 5157 2 common places for grilling
- 4151 20 shower cabins for ladies
- 4152 20 shower cabins for gents
- 4153 10 toilets for ladies
- 4154 10 toilets for gents
- 4155 8 washing-machines (with coins)
- 4156 common place for drying of clothes
- 4157 common place for grilling
- 3151 15 shower cabins for ladies
- 3152 15 shower cabins for gents
- 3153 5 toilets for ladies

- 3154 5 toilets for gents
 3155 5 washing-machines (with coins)
 3156 common place for drying of clothes
 3157 common place for grilling
 2151 12 shower cabins (separated for ladies and gents)
 2153 10 toilets (separated for ladies and gents)
 2155 2 washing-machines (with coins)

16 Cleaning and hygiene requirements

(A) The cleaning of the mobile homes/caravans and bungalows is carried out

- 5161 daily
 4161 at least twice a week
 3161 every week
 2161 only after leaving of the guests

(B) The cleaning of the common toilets and washrooms is carried out

- 5162 every hour
 4162 every second hour
 3162 at least 4 times per day (e.g. 7, 11, 15, 19 hrs.)
 2162 at least twice a day

(C) The cleaning of the swimming pool(s) is (are) carried out

- 5163 every day (after 20 or 21 hrs., respectively, or before 8 or 9 hrs., respectively)
 4163 every second day
 3163 every third day
 2163 once a week

17 Additional general facilities

At the camping site there are

- 5171 restaurant, café, bar/bistro
 4171 café, bar/bistro
 3171 at least food and beverage kiosk
 5172 shops, market, mini-market

- 4172 shops, mini-market
 3172 mini-market
 5173 office room (phone, fax, internet access), TV-room
 4173 office room (phone, fax, internet access), TV-room
 3173 TV-room

18 Sports fields and playing-fields (e.g. for volley ball, pétanque/boule, flying-saucers, etc.)

At the camping site there are

- 5181 one in-door (under roof) and two out-door fields, each at least 56 m²
 4181 one in-door and one out-door field, each at least 48 m²
 3181 at least one out-door field, at least 40 m²

19 Playing-grounds for children with relevant equipment (e.g. seesaw, swing, slide, roundabout, etc.)

At the camping site there is

- 5191 one ground with at least 48 m², fenced, under the supervision of an adult person
 4191 one ground with at least 40 m², fenced and guarded
 3191 one ground with at least 32 m², fenced, but not necessarily guarded

This playing-ground is opened

- 5192 at least 6 hours (e.g. 9 – 12 and 14 – 18)
 4192 less than 6 hours
 3192 at less than 6 hours

20 Additional leisure-time offers

At the camping site there are the following offers

- 7001 animation for adult persons
 7002 animation and care for children
 7003 wellness, health and fitness installations and equipment (e.g. sauna, sun studios)
 7004 disco
 7005 dancing, live-music
 7006 night club, cabaret programme
 7007 cinema

- 7008 golf course
- 7009 tennis court
- 7010 education: foreign languages
- 7011 education: painting, sculpturing
- 7012 cultural events, concerts
- 7013 training: swimming, diving
- 7014 training: horse riding
- 7015 training: climbing, mountain walking
- 7016 training: archery
- 7017 training: fishing
- 7018 training: tennis or table tennis (ping pong)
- 7019 training: sailing, wind surfing
- 7020 guided tours (e.g. sightseeing, excursions)
- 7021 fitness path, Nordic walking
- 7022 mountain-biking
- 7023 winter sports: skiing, skating
- 7024 water skiing
- 7025 flying a kite
- 7026 hang-gliding, parachuting, parachute jumping
- 7027 mini golf
- 7028 boat hire
- 7029 hire of wicker beach chair with hood
- 7030 out-door chess
- 7031 young animals zoo for children
- 7032 billiard room or table
- 7033 other offers, e.g.

ASSESSMENT AND EVALUATION OF CHECKLIST

Explanation of category points:

- 0...-points are absolutely necessary
- 7...-points can be used for improving the actual results and for upgrading
- 6...-points can be used for improving the actual results and for upgrading
- 5...-points are relevant for decision about the appropriate category
- 4...-points are relevant for decision about the appropriate category
- 3...-points are relevant for decision about the appropriate category
- 2...-points are relevant for decision about the appropriate category

*****-category	maximum possible	required at least	actual results
5011-5191 <input type="checkbox"/>	40	34
0001-0057 <input type="checkbox"/>	57	57
6011-6016 <input type="checkbox"/>	7	0
7001-7033 <input type="checkbox"/>	33	0
total <input type="checkbox"/>		91

**** -category	maximum possible	required at least	actual results
4021-4191 <input type="checkbox"/>	33	30
0001-0057 <input type="checkbox"/>	57	52
6011-6016 <input type="checkbox"/>	7	0
7001-7033 <input type="checkbox"/>	33	0
total <input type="checkbox"/>		82

*** -category	maximum possible	required at least	actual results
3021-3191 <input type="checkbox"/>	33	26
0001-0057 <input type="checkbox"/>	57	50
6011-6016 <input type="checkbox"/>	7	0
7001-7033 <input type="checkbox"/>	33	0
total <input type="checkbox"/>		76

** -category	maximum possible	required at least	actual results
2011-2163 <input type="checkbox"/>	17	13
0001-0057 <input type="checkbox"/>	57	48
6011-6016 <input type="checkbox"/>	7	0
7001-7033 <input type="checkbox"/>	33	0
total <input type="checkbox"/>		61

It is up to the EEIG auditor to compare and to evaluate missing category points and voluntary additional points of higher categories for possible upgrading when the camping site-enterprise is between two categories.

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