

Explanation for using the BVCD/DTV Camping Ground Classification evaluation sheet for the “Bundesverband der Campingwirtschaft in Deutschland e.V.” (Federal Association of the Camping Economy in Germany) and “Deutscher Tourismusverband e.V.”(German Tourism Association)

This explanation for using the BVCD-DTV Camping Ground Classification evaluation sheet should serve the purpose of providing an exact, objective and fair star rating for all participating camping grounds in Germany.

Determining the number of all pitches to be taken into account for the criteria assessment (evaluation of sanitary facilities – point 2)

First, the number of pitches to be taken into account has to be determined for the criteria assessment of the sanitary facilities.

It is assumed that the owners of vehicles parked on pitches (tourism) with direct access to water and a waste water connection make less use of sanitary facilities. Therefore, only half (50%) of these pitches (tourism) are to be counted when determining the number of pitches accountable for the criteria assessment of sanitary facilities.

Seasonal and long-term pitches are used less intensively than other sites. That is why seasonal and long-term pitches receive a numeric deduction of 40%. If those pitches have access to water and waste water connections, then 50% of these pitches are taken into account.

The factor is generated according to the number of accountable pitches.

Case Study:

A camping ground has a total of 420 accountable pitches, of which 180 are long-term pitches without access to water and waste water connections. 30 sites have access to water and waste water connections.

		420
180 long-term pitches, - 40 %	./.	72
30 pitches with access to water and waste water connections, - 50 %	./.	<u>15</u>
Pitches to be taken into account		333

The resulting factor is 3.33.

The camping ground has 40 washbasins, for example. Therefore, $40 / 3.33 = 12.01$ washbasins per 100 pitches.

At the end of the evaluation, the achieved total number of stars has to be divided by the number of individual ratings. The result is the average number of stars earned. For the final evaluation you can round up as follows:

An average of 3.8 stars can be rounded to 4 stars
and an average of 4.5 stars can be rounded to 5 stars,
as long as no circumstances prohibit this.

When 2 or 3 stars are earned, the average number has to be calculated exactly (no rounding up allowed).

Be aware of the following:

A maximum of 3 stars can be awarded

- If there are no wash cabins in the sanitary area,
Or
- If there is no toilet paper in the sanitary area,
Or
- If there is no physical separation between toilet rooms and showers/lavatory.

If the sum of point 3.1 to point 3.13 (see evaluation sheet) is smaller than 3 stars, a maximum of only 3 stars can be reached in the final/total evaluation as well. This is because pitches are, in addition to sanitary facilities, important criteria to be considered in the evaluation.

Individual rating 3.4: If the pitches can fit a parked car (i.e. there is no extra parking space needed) the individual rating does not apply.

Individual rating 3.11: As group campsites are not obligatory, their evaluation cannot be obligatory either. This means the owner has the right to request that this individual rating is not calculated into the overall evaluation. The same applies for 2.14.

Including the individual ratings 2.14, 3.4. and 3.11, there are 42 individual ratings in all. It can therefore be concluded that a maximum of 210 stars can be earned. Without 2.14, 3.4 and 3.11, there are 39 individual ratings, and a maximum of 195 stars can be earned.

1. Reception and Service

1.1. Size

Here it has to be considered whether the size of the property is in good proportion to the number of guests. Furthermore, pitches (tourism) and long-term pitches have to be regarded differently.

If the property/campsite is rather small, it can be especially wise to have a certain combination of staff. A large reception with seating can be also located under a roof or, for example, combined with a grocery market. However, a functional separation has to be guaranteed, e.g. a separated front desk. Guests who are arriving or leaving should not have to stand in the same queue as grocery market customers.

1.2. Accessibility during the season

The period in which staff must be present is dependent on the size of the camping ground. On smaller camping grounds, staff will guarantee to be present for 6, 8 or 12 hours. Opening hours placed at the entrance could serve as an objective measure.

1.3. Access Control

Unauthorised people/non-guests should not have easy accessibility to the camping ground or the camping facilities. The safety of the guests should be the main concern here.

1.4. Night watch / Surveillance / Accessibility in case of emergency

To ensure security and order, it is important to conduct nightly inspection rounds on the property. Checking this is difficult, but essential. Small, family-managed enterprises have to guarantee security as well. A night watch duty roster or work slips might be helpful in proving that nightly inspection rounds are made regularly .

5-star rating: "Night watch or an external security agency that makes regular checks", this quality is fulfilled when there are demonstrably at least two inspection rounds per night.

1.5. Telephone, fax, email, Internet, WLAN

The individual ratings are defined sufficiently in the evaluation sheet.

1.6. Informative literature and foreign languages at the reception

Sufficiently defined.

1.7. Touristic information and assistance

Good guest information can optimise the holiday experience of visitors at the camping ground. The quality of this is not dependent on the size of the camping ground. Especially for small enterprises, it is easier to provide more focused attention. However, this is different when it comes to arranging attractions / tours / offers. In this case it might be useful to cooperate with external providers (e.g. tourist offices). If the camping ground offers its own tours or attraction packages etc, it must be awarded ***** stars.

1.8. Selling food (kiosks to self-service markets)

Although it is becoming more and more difficult to guarantee food on camping grounds, guests should expect certain offerings. However, in the evaluation, the size and location of the camping ground has to be taken into account.

1.9. Catering (snack bars to gastronomy)

Although it is becoming more and more difficult to guarantee good catering on camping grounds, guests should have the possibility to choose from certain offerings. The size and location of the camping ground has to be taken into account as well.

2. Sanitary facilities

The sanitary area is the most important criterion for guests on the camping ground. The number of facilities is not the only important factor. The structural and technical condition of the facilities is also fundamental. The condition might vary from building to building (if there is more than one sanitary room). This is why a separate evaluation must be made for every building to form a valid overall estimation for this individual rating.

The physical separation between toilet rooms and showers / lavatory is as relevant as the clear labeling of each.

There might be additional rooms ("spare facilities") where the structural and technical condition is poor. These rooms are not taken into account in the assessment, if they are only "spare facilities", and the remaining facilities / number of sanitary buildings fulfil the number required on the evaluation sheet.

2.1. State of repair

The state of repair is significant for first impressions.

2.2. Quality of walls that come into direct contact with water, and minimum height of the tiling or comparable material in this area

In general, tiles are expected in lavatory and toilet rooms. Comparable material (marble, granite) has to fulfil the same requirements relating to maintenance, hygiene and appearance. Apart from that, this is defined sufficiently in the evaluation sheet.

In the recent years, new materials have entered the market which are comparable to tiles. It is important that these materials are easy to clean and create a good atmosphere.

Walls which come into direct contact with water (basins, showers, toilets and urinals) have to be fitted with tiles or comparable material. It must be possible to clean and disinfect the floor with machines.

To reach a rating of ** stars, the tiles (or comparable material) have to have a height of 1.20m, for *** stars 1.40m, for **** stars 1.60m. Reaching the maximum of ***** stars requires a height of 1.80 m.

To achieve **** stars, a first-class and modern appearance is expected. The tiles must not be damaged.

An exclusive design which leaves a lasting impression is required to get a rating of ***** stars.

From *** stars onwards, it has to be ensured that the silicon joints are fixed frequently and that there is no severe damage. How often the joints have to be fixed depends on the indoor climate.

2.3. Tiled floor

Defined sufficiently.

2.4. Number of single basins with hot water in the building:

Closed sinks/washbasins have the advantage that there is more space to deposit things. However, this advantage might be lost to moisture resulting from extensive use. Apart from that, this point is defined sufficiently in the evaluation sheet.

2.5. Number of lavatory cabins with fixed and lockable door (from the inside):

Up to 2.20 defined sufficiently.

2.6 Number of shower cubicles with hot water in the building:

Cubicles have a door which can be locked from the inside.

2.7 Indoor climate, lighting, cleanliness – lavatory and shower cubicles – men

2.8 Indoor climate, lighting, cleanliness – lavatory and shower cubicles – women

2.9 Number of women's toilets:

2.10 Indoor climate, lighting, cleanliness – women's toilets

2.11 Number of men's toilets:

2.12 Number of urinals:

In case urinals without water are used, an automatic flush is required to be awarded **** and ***** stars. Dividing walls should have a height of 1.30m.

2.13 Indoor climate, lighting, cleanliness – men's toilets, urinals

2.14 Children's area (not obligatory)

Since a separate area for small children is not obligatory, it is also not obligatory to evaluate it. This means that the owner / camping ground manager can request that this individual rating is not counted in the overall evaluation.

Up to **stars is defined sufficiently.

From ***stars on, it has to be guaranteed that both parents (both male and female supervising adults) are allowed to enter the area. This is different when there are separate areas for children in both the male and female toilet areas.

2.15 Number of Laundry basins with separate hot water connection / washing machines:

2.16 Number of dryers:

2.17 Number of dishwashing basins with separate hot water connection, dishwasher:

2.18 Number of cooking facilities:

2.19 Barrier-free sanitary facilities: shower, basins, toilets

For **** stars and more, a configuration based on DIN is required (a basin that is accessible with a wheelchair, e.g. shower with integrated seat, retractable mirror, alarm system (emergency alarm), exclusive unisex access). This also requires that a supervising person of the other sex has to be granted access, so that caretakers can work / provide support in the most optimal way.

2.20 Waste disposal for portable toilets

Important final remark for the evaluation of several sanitary buildings with different levels of quality:

If different sanitary facilities have different quality levels (different facilities with differing star ratings), the evaluation has to be made according to capacity (number of units per building).

3. Pitches

3.1 Available total area per pitch (total area of the camping ground divided by the number of pitches = gross area, see annotations)

Bodies of water that belong to the camping ground can be problematic. For example, if there is a large pond on a camping ground with pitches that are organised in close proximity to each other without any grass areas or playgrounds, this can only be partly calculated into the total size of the grounds and therefore taken into account for the evaluation. In this case, the total area of the camping ground cannot be considered spacious.

3.2 Net area = average pitch size (without passenger car - 10 sq. m less)

If the pitches vary considerably in size, more than half of the pitches shall be considered as having the net area size.

3.3 Parking lots with direct connection to the camping ground

Defined sufficiently.

3.4 If the pitch does not provide space for a passenger car: space for passenger car of 10 sq. m)

Note: see annotations on page 1.

3.5 Power connection, without campground

3.6 Minimum power consumption (amps)

3.7 Central disposal (grey water and feces) with passable, fixed slab for caravans

Defined sufficiently.

3.8 Fresh and waste water connections on the camping ground for caravans and motorhomes

Sufficiently defined. In 1998 a "Resolution technische Schnittstelle" was declared between caravan and motorhome manufacturers and campsite entrepreneurs. It is attached in the appendix.

3.9 Organization / Planting of camping grounds

Legal restraints and other requirements have to be considered before planting. Nevertheless, if planting is prohibited in a certain area, that camping ground must not be evaluated/rated less because of this. Open space plans published by public authorities

can be used as a guideline. If planting is possible and allowed, but not available, this will result in a negative rating.

3.10 Classification of pitches, organizing measures

The expertise of the evaluating commission is needed to provide a comparative rating. Analogously, 3.9 applies here.

3.11 Campgrounds for groups, not obligatory

Step into the shoes of a teenager or cyclist/hiker in order to provide a fair rating. Note: see annotations on page 2/5.

3.12 Main paths

3.9 applies here, analogously. Again, the knowledge and experience of the commission is required at this point. A camping ground managed in an environmentally sustainable manner, for example, needs to consider road surfaces that are permeable to water. Moreover, the actual rate of usage is an evaluation attribute.

3.13 Overall condition of the pitches and roads

Defined sufficiently.