



# GENERAL CRITERIA NO. 160

## CAMPING SITES

Company: \_\_\_\_\_

Respondent: \_\_\_\_\_

Assessor: \_\_\_\_\_

Data: \_\_\_\_\_

*May 2016*



<b>Table of contents</b>		<b>Page.</b>
1	Approach and immediate surroundings	3
2	Safety issues	3
3	Communal areas (service building)	4
4	Communal hygiene and toilet facilities	6
5	Public areas	7
6	Hygiene and cleaning	9
7	Company management	9
8	History and culture	10
9	Number of points for each category	11
10	Comments/explanations	11
11	VAKINN Code of Ethics	12

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5

## 1. Approach and immediate surroundings

	Overall appearance and external surroundings							
1	The camping site is easily found by following signs.		1	L	L	L	L	L
2	Vehicle access, steps and paths well maintained.		1	L	L	L	L	L
3	All markings are well maintained e.g., signs and flags.		1	L	L	L	L	L
4	Outside areas are tidy and well maintained. No peeling paintwork, graffiti, broken windows or weeds (e.g., fences are in good condition, no old rusty agricultural equipment lying around to spoil the appearance of the site).		2				L	L
5	The area is tidy and well maintained, e.g. grass in well mown.		2					
6	Sheltered area.		2				L	L
7	Parking for guests by the service building.		1					
8	Designated disabled parking spaces by the service building.		1					
9	Facilities for recharging electrically powered vehicles (charging station).		3					
10	Bicycle stands or frames to enable locking and storage.		1					
11	Facilities for bicycles for washing, and doing simple repairs (hooks to hang up bicycles or repair stands and all the most necessary tools.)		3					
12	Facilities for motor bikes (e.g., for washing, tarmac or concrete parking places, drying facilities and storage space for clothing).		3					

## 2. Safety Issues

13	The site is marked out/fenced.		1	L	L	L	L	L
14	Traffic is limited at night (between 23:30 and 07:00).		1	L	L	L	L	L
15	Good illumination by the service house.		1	L	L	L	L	L
16	Good illumination on the site; on paths, by car parks and outside washing facilities.		3					
17	An information board or other such media instruct guests on appropriate safety issues; emergency number 112, safety measures in hot pots etc. (In at least English and Icelandic).		1	L	L	L	L	L
18	Fire extinguishers are in place which the staff are trained to use, (the positions of these are marked on an information map of the area).		2	L	L	L	L	L
19	Smoke alarms are located in the service area. These are tested and the batteries renewed every year.		2	L	L	L	L	L

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5
20	Luggage storage is provided for guests.		2					
21	Valuables can be stored in a locked cupboard.		2					L
22	First Aid box (position marked on an information map of the site).		1	L	L	L	L	L
23	Defibrillator (position marked on an information map of the site).		2					

### 3. Communal Areas (service building)

Facilities and furnishing								
24	Furniture, fitments and facilities, where appropriate are in acceptable condition, signs of use and wear and tear.		1	L	L	L		
25	Furniture fitments and facilities where appropriate are in good condition, few signs of use and wear and tear.		2				L	L
26	Good indoor lighting.		1			L	L	L
27	All lights in working condition and all bulbs are fitted with a shade or screen, with the exception of special decorative lighting.		1			L	L	L
28	Curtains at the windows (fabric, slats, screen, film or sun protection in the window panes).		1					
29	A television set or projector screen in the communal area.		2					
30	Foreign TV stations.		2					
Access								
31	Wheelchair access. The company has been assessed and accepted by an independent assessor, recognised by The Organization of Disabled in Iceland, with regard to ease of access.		8					
32	Accessible to people with manual or mobility disabilities. The company has been assessed and accepted by an independent assessor, recognised by The Organization of Disabled in Iceland, with regard to ease of access.		3					
33	Accessible to blind and visually impaired persons. The company has been assessed and accepted by an independent assessor, recognised by The Organization of Disabled in Iceland, with regard to ease of access.		5					
34	Accessible to hearing impaired persons. The company has been assessed and accepted by an independent assessor, recognised by The Organization of Disabled in Iceland, with regard to ease of access.		5					
35	Accessible to those suffering from asthma and/or allergies. The company has been assessed and accepted by an independent assessor, recognised by The Organization of Disabled in Iceland, with regard to ease of access.		2					

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5
36	Accessible to persons with mental disability. The company has been assessed and accepted by an independent assessor, recognised by The Organization of Disabled in Iceland, with regard to ease of access.		2					
37	Accessible to people with reading difficulties. The company has been assessed and accepted by an independent assessor, recognised by The Organization of Disabled in Iceland, with regard to ease of access.		2					
	<b>Service building/reception and staff</b>							
38	Service building/reception well marked.		1	L	L	L	L	L
39	Service building/reception is accessible by phone especially at arrival and departure times for guests.		1	L	L			
40	Service building/reception is manned especially at arrival and departure times for guests (8:00-10:00 and 17:00-20:00). Opening hours can be shorter in spring and autumn		2			L	L	
41	Service building/reception open for 14 hours.		3					L
42	Night porter on duty.		3					
43	Information on working hours of staff is present on the site.		1	L	L	L	L	L
44	Staff are recognised by either a uniform or badge.		1			L	L	L
45	Bilingual staff are on duty.		2				L	L
46	Staff in the service building/reception are cognizant with the main tourist attractions and leisure activities in the area.		1	L	L	L	L	L
	<b>Miscellaneous services</b>							
47	House rules for the camping site are clearly presented to the guests in the service building/reception and, for instance, on the company website and in booklets (e.g., concerning pets, smoking, opening hours, fees, quiet hours, movement of vehicles in the camp etc. ).		1	L	L	L	L	L
48	Information/booklets on the surrounding area available e.g. about leisure activities, public transport etc.		1			L	L	L
49	A map of the camping site is available where all services on offer are marked and visible to the guests outside e.g. displayed in the windows or the service building/reception.		1			L	L	L
50	Information on weather and travelling conditions is clearly visible to guests and updated every day.		1	L	L	L	L	L
51	An information screen from Safe Travel.		3					
52	Information on environmental damage due to off road/track traffic and where this is prohibited is clearly visible to guests.		1	L	L	L	L	L
53	Guests have access to communal areas at all times unless clearly stated.		1	L	L	L	L	L

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5
54	Mail service for guests' letters and postcards. Stamps for sale.		2					
55	Accept debit and credit cards.		1		L	L	L	L
56	Internet access in communal areas, WIFI.		2					
57	Computer with internet access available for guests in communal areas.		1					
58	Possible to buy food/sundry items e.g. dried foodstuff, washing powder and snacks. Can be in the form of a vending machine.		3					L
59	Possible to buy alcoholic drinks (licenced).		2					
60	Access to the telephone in or beside the service building.		1					
61	Washing machine.		5				L	L
62	Drying room/drying cupboard/clothes dryer.		5					
63	Clothes line.		2				L	L
	<b>Leisure/recreation</b>							
64	Facilities for recreations e.g. to play football, billiards, air hockey, table tennis.		3					
65	Play area for children e.g. an indoor play corner or outdoor play equipment.		4					
66	Organised entertainment e.g. concerts, communal singing, campfire (at least once a week).		2					
67	Hot pot/steam bath/sauna.		3					
68	Golf course/putting green/minigolf on the camp site.		2					
69	Possible to rent various outdoor equipment (e.g. bicycles, boats, fishing rods).		2					
70	Football pitch with goalposts or basketball with baskets on the campsite.		2					
71	Outdoor barbecue for the use of guests.		2				L	L
72	Covered facilities with barbecue for use of guests.		3					
73	Tidy, waterproof picnic tables.		2				L	L
74	Tidy and roofed outdoor benches/chairs and table.		3					
75	Walking and/or cycling routes clearly marked on the map.		3					
76	Organised, guided walks from the camping site.		2					

#### 4. Communal cleaning and bathing facilities.

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5
77	Cleaning and bathing/toiletry facilities clearly marked and open 24 hours.		1	L	L	L	L	L
78	Fitments and equipment in acceptable condition, signs of wear and tear.		1	L	L	L		
79	Fitments and equipment in good condition. Few signs of wear and tear.		2				L	L
80	Window frames in good condition, windows fit snugly into place and are easily opened.		1	L	L	L	L	L
81	Windows are equipped with opaque glass, film or curtains to ensure the privacy of guests.		1	L	L	L	L	L
82	Ventilation, a fan or openable window.		1	L	L	L	L	L
83	At least one toilet/chemical toilet on the site.		1	L				
84	At least one water toilet (WC) for every <b>15</b> camping spaces or about <b>40</b> guests.		2		L	L	L	L
85	At least one water toilet (WC) for every <b>10</b> camping spaces or about <b>30</b> guests		3					
86	At least one shower with hot and cold water (mixer tap with heat control) for every <b>25</b> camping spaces or <b>70</b> guests.		2		L	L	L	L
87	At least one shower with hot and cold water (mixer tap with heat control for every <b>15</b> camping spaces or <b>40</b> guests.		3					
88	Shower head in good condition, set in a high position (or adjustable), sufficient water pressure.		1		L	L	L	L
89	Where more than one shower must be in the same area, there must be a partition between each cubicle.		1				L	L
90	Possible to lock toilet and shower doors.		1		L	L	L	L
91	The floor covering is non slip or non-slip equipment is available e.g., bath mats, safety rails, to lessen the risk of accidents.		1					
92	Good lighting, all lights are in working order and all bulbs have shades or screens.		1	L	L	L	L	L
93	At least one washbasin is on the site.		1	L				
94	At least one washbasin with hot and cold water for every <b>15</b> spaces or <b>40</b> guests.		2		L	L	L	L
95	At least one washbasin with hot and cold water for every <b>10</b> spaces or <b>30</b> guests.		3					
96	Hand soap.		1	L	L	L	L	L
97	Disposable drying towels or electric hand dryers.		2				L	L
98	Shampoo/shower gel or cream.		2					
99	Hooks or other fitments for hanging up clothes.		1	L	L	L	L	L
100	Extra toilet rolls, wastepaper baskets, mirror, shelf or small table.		1	L	L	L	L	L
101	Hair dryer.		1					
102	Electricity socket by mirror.		1				L	L
103	Facilities for changing nappies etc.		1				L	L

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5
104	Child's high chair.		1					

## 5. General areas

Facilities for camper vans, caravans and tents								
105	Special area for tents (where motor vehicles are not permitted)		1	L	L	L	L	L
106	Spacious, well-marked and numbered camping spaces for camper vans, caravans and trailer tents.		3				L	L
107	Small chalets for rent (need not have kitchen, toilet and shower/bath).		4					
108	Small chalets for rent (must have kitchen, toilet and shower/bath).		8					
109	Access to electricity (at least 10 amps).		2			L	L	
110	At least <b>10</b> sockets per <b>20</b> camping spaces (at least 10 amps).		3					L
111	Internet access on site, WIFI.		8					L
112	Well-marked and maintained area for the disposal of rubbish.		1	L	L	L	L	L
113	Rubbish bins with lid.		1	L	L	L	L	L
114	Outside sink with cold water.		1	L				
115	At least one sink for washing up outside or inside, hot and cold water per <b>25</b> camping spaces or <b>70</b> guests.		2		L	L	L	L
116	At least one sink for washing up outside or inside, hot and cold water per <b>15</b> camping spaces or <b>40</b> guests.		3					
117	Information on the nearest disposal unit for sewage.		1	L	L	L	L	
118	Facilities on site for the disposal of sewage overseen by the site managers.		3					L
<b>Kitchen and dining room</b>								
119	Kitchen for the use of guests.		1			L	L	L
120	Dining room for the use of guests.		2			L	L	L
121	Fittings and equipment in good condition.		1				L	L
122	Curtains at the windows (fabric, slats, screen, film or sun protection in the glass) if this is necessary		1				L	L
123	Good lighting. All lights are in working condition and all bulbs have a shade or screen.		1				L	L
124	Ventilation, fan, or openable window.		1				L	L
125	One sink with plug, hot and cold water. Washing up brush, washing up liquid and dish rack.		1			L	L	L
126	Two or more sinks with plug, hot and cold water. Washing up brush, washing up liquid and dish rack.		3					
127	Child's highchair.		1					
128	At least one electric hob (double burner) per <b>50 spaces</b> or <b>100</b> guests.		1			L	L	
129	At least two electric hobs (double burners) per <b>25 spaces</b> or <b>50</b> guests.		3					L



No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5
130	Rubbish bin, cloths, dishtowels (changed at least once a day).		1			L	L	L
131	Working surface.		1				L	L
132	Refrigerator.		2					
133	Electric kettle.		1			L	L	L
134	Microwave.		1					
135	Table ware* (in proportion to number of guests).		1				L	L
136	Kitchen utensils **		1				L	L
137	Fire blanket and fire extinguisher.		1				L	L
138	Smoke alarm and gas detector.		1			L	L	L
139	House rules are easily visible to guests in the kitchen and dining room.		1				L	L
	<b>Restaurant facilities</b>							
140	A restaurant on the camping site.		3					
141	Cuisine where local produce is used must be clearly explained to the guests.		4					

\*Table ware: Deep and shallow dishes, knives, forks, spoons, teaspoons, glasses, cups/mugs.

\*\*Kitchen utensils: Chopping boards, knives, cheese slicer, spatulas/turners/ladles, can opener, corkscrew.

## 6. Hygiene and cleaning

General cleaning								
142	A written cleaning rota for communal areas is in place, both for daily and over a longer period of time (weekly, monthly and annual).		1	L	L	L	L	L
143	A fully acceptable cleaning standard.		1	L	L	L		
144	A high cleaning standard: negligible signs of staining or lime scale on hand basins, toilets, showers/baths, no dirt in corners, in drawers, behind radiators, etc.		3				L	L
145	All general areas are cleaned daily e.g. communal cooking facilities, dining rooms, service building/reception area, laundry facilities.		1	L	L	L	L	L
146	Communal toilet and bathing facilities cleaned at least daily (NB particular attention is given to peak hours); rubbish removed, toilet rolls, soap and paper dispensers filled.		1	L	L	L	L	L
147	Rubbish is disposed of in correct designated bins.		2		L	L	L	L
148	Outdoor area checked, tidied and rubbish bins emptied daily.		1	L	L	L	L	L
149	Clearly visible rules are present regarding pets.		1	L	L	L	L	L
150	Clearly visible rules are present regarding smoking.		1	L	L	L	L	L

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5

## 7. Company management

<b>General operational practices</b>								
151	Website in at least Icelandic and English, with realistic pictures and information on the services provided, as well as house rules (e.g., relating to pets, smoking, opening hours, duration fees, quiet hours, movement of vehicles etc.). Information updated daily.		2				L	L
152	Company policy regarding cancellations and no-show guests are explained either on the website or at the time of booking.		1				L	L
153	Instructions on how to get to the camping site are marked on a map on the website.		1				L	L
154	The name of the company/camping site is mentioned when answering the telephone.		1	L	L	L	L	L
155	Bookings and enquiries are answered within 24 hours.		1			L	L	L
156	At the time of booking/on arrival all necessary information is registered e.g., name, telephone number, nationality, date of booking and the number of guests.		1	L	L	L	L	L
157	Guests receive clear information on what exactly is included in the price; that is, VAT and other fees e.g., price per person or per tent/camper/car, connection to electrical supply.		1	L	L	L	L	L
158	The company is run according to laws and regulations regarding bookkeeping; guests are given a receipt for payment of services where the following are clearly stated among other items of information: VAT, name, ID number and VAT number of the company.		1	L	L	L	L	L
159	Guest information reports are submitted to Statistics Iceland.		1	L	L	L	L	L
160	Guests are encouraged to express comments/complaints in an easy and accessible way (in writing or electronically).		3				L	L
161	Guest surveys on services are conducted and the results are made use of in an organised manner.		1					
162	The company operates according to the VAKINN Code of Ethics.		1	L	L	L	L	L
163	A valid operating authorisation is in place and in full view of guests.		1	L	L	L	L	L
164	The company is a member of a professional association and/or a common marketing service.		2					
165	The company has received recognition awards for good service and/or excellent performance in the field of tourism or business such as Innovation Award, SAF Education Award, the Icelandic Tourist Board Environment Award etc.		3					
166	The camping site has a recognized environmental certificate/category such as the Nordic Swan, ISO, EarthCheck or VAKINN.		10					
167	There are job descriptions for all positions, in which roles and responsibilities are defined.		2					

No.	Criteria L = minimum requirements	V = Yes	Points	Stars				
				1	2	3	4	5
168	Written contracts (e.g., employment or contractual) apply to all employees.		1	L	L	L	L	L
169	Place of work certificate is available for all employees.		1	L	L	L	L	L
170	A plan on safety and health in the workplace has been compiled. The plan shall be in accordance with directions laid down by the Administration of Occupational Safety and Health, according to Regulation No. 920/2006 subject to Act No. 46/1980.		2	L	L	L	L	L
171	Safety plan for the guesthouse is available and has been introduced to staff members.		2	L	L	L	L	L
	<b>Education and training of staff</b>							
172	Staff receive instruction and/or training in the reception of guests, and cleaning for example at Iðunn Educational Centre or with another recognised party.		4			L	L	L
173	One employee on each shift is trained in first aid and attends a refresher course every other year.		2	L	L	L	L	L

## 8. History and culture

174	Staff of the service building/reception are familiar with local history and culture and that of the area/surrounding district.		1	L	L	L	L	L
175	If material from history and culture is used on websites, in brochures or exhibitions etc., reliable sources must be used.		1					
176	Staff receive training in order to increase their knowledge and understanding of different cultures.		2					
177	Gifts and souvenirs are for sale.		2					

## 9. Number of points awarded for each category

	1	2	3	4	5
Minimum points awarded for the relevant star category.	65	80	100	145	220

*All criteria are given points. Some are minimum standards and give points, other criteria are solely for points.*

*To be awarded the classification of a certain star category, all minimum standards must be met for that category and number of points.*

## 10. Explanations

--

*If a dark colour is on the left side of the given level, you can only be awarded points for one of the relevant criteria. See examples below.*

			1	2	3	4	5
39	Service building is accessible by telephone, at guests' peak arrival and departure times.		1	L	L		
40	Service building is manned, at guests' peak arrival and departure times. (8:00-10:00 and 17:00-20:00). Opening times are shorter in spring and autumn.		2			L	L
41	Service building/reception open for 14 hours.		3				

# VAKINN Code of Ethics

All companies participating in VAKINN shall adopt and adhere to the VAKINN Code of Ethics.

1. The company provides its customers with courteous and reliable service.
2. The company maintains and respects confidentiality and discretion in all customer relations.
3. The company is guided by honesty and fairness in all communication and business transactions.
4. The company accords all its customers equal respect and consideration, regardless of, for example, gender, origin, culture, sexual orientation, religion, age, social standing and physical aptitudes.
5. The company ensures that all information to its customers is correct and that its advertising provides a truthful and reliable impression of its services and facilities.
6. The company prices goods and services unambiguously, in compliance with current legislation.
7. The company makes an effort to answer all enquiries and requests in a fair and efficient manner.
8. The company guarantees a fair and prompt handling of complaints.
9. The company upholds and observes all laws and regulations pertaining to its operation and ensures their implementation.
10. The company ensures that its bookkeeping and accounting practice is conducted in a professional manner.
11. The company meets all its responsibilities to employees by observing the law in every respect as well as current collective bargaining agreements.
12. The company ensures that its employees receive proper training and that their working conditions are appropriate.
13. The company ensures the safety of its employees and customers by means of professional work practices and by maintaining high standards, both in facilities and equipment.
14. The company acts in a responsible manner towards Iceland's nature, environment and society.
15. The company upholds the interests and reputation of Iceland as a high quality destination, emphasising hospitality, excellent service and sustainability.

