

Partrington Haven Leisure Park

Partrington Haven

Summary

Star Rating	★★★★★ Gold 93%
Designator	Holiday Park
Date of Assessment	24th August 2017
Type of Assessment	Day Visit
Discussion with	Sharron Small

Cleanliness	95%	Reception	5
		Shop	N/A
		5 Bar, clubs, restaurants & take-aways	5
		Laundrette, drying rooms	4
		Public toilets, accessible bath/shower room, family and baby change facilities	5
		Recreation & leisure facilities	4
		Campers' kitchen & dining, picnic tables, BBQs	5
		Park grounds	5
		Refuse & recycling areas	5
		Toilet & washing facilities (Male)	N/A
		Toilet & washing facilities (Female)	N/A
		Touring Facilities	N/A
		Reception & Reception Services	94%
		Décor & flooring	5
	5	Fixtures, fittings & furnishings	5
		Lighting	4
		Space, comfort & ease of use	5
		Tourist Information	4
		Welcome & arrival procedures & guest arrival information	5

Quality Scores

Park Facilities	94%	Shops - Exterior / Frontage	N/A
		Shops - Décor & flooring	N/A
	5	Shops - Lighting	N/A
		Shops - Fixtures & fittings	N/A
		Shops - Space, comfort & ease of use	N/A
		Clubs, Bars, Restaurants & Take-aways - Exterior / Frontage	5
		Clubs, Bars, Restaurants & Take-aways - Décor & Flooring	5
		Clubs, Bars, Restaurants & Take-aways - Lighting, heating & ventilation	5
		Clubs, Bars, Restaurants & Take-aways - Fixtures, fittings & furnishings	5
		Clubs, Bars, Restaurants & Take-aways - Space, comfort & ease of use	5
		Launderette & Drying Rooms - Exterior / Frontage	N/A
		Launderette & Drying Rooms - Décor & flooring	5
		Launderette & Drying Rooms - Lighting & ventilation	4
		Launderette & Drying Rooms - Fixtures & fittings	4
		Launderette & Drying Rooms - Equipment	5
		Launderette & Drying Rooms - Space, comfort & Ease of use	4
		Recreational, Sport & Leisure Facilities	93%
5	Facility (Indoors)	5	
	Equipment (Indoors)	5	
	Layout & ease of use (Indoors)	5	
	Facility (Outdoors)	5	
	Equipment (Outdoors)	4	
	Layout & ease of use (Outdoors)	4	

Quality Scores

Park Grounds	91%	Lighting	5
		Signage	5
	5	Fire points	4
		Road surfaces & paths	4
		Refuse disposal (Including recycling facilities if provided)	4
		Picnic tables, BBQ's & campers kitchens	4
		Landscaping	5
		Ancillary or unused buildings maintenance	4
		Grounds maintenance	5
		Park layout	5
Privately Owned Holiday Homes	80%	Exterior	4
		Pitch layout & spacing	4
	4	Pitch quality & maintenance	4
		Service connections	4
Park Owned Holiday Homes(letting fleet)	0%	Exterior	N/A
		Pitch layout & spacing	N/A
	0	Pitch quality & maintenance	N/A
		Service connections	N/A
Touring, Motorhome & Camping Pitches	0%	Pitch layout & spacing	N/A
		Pitch quality & maintenance	N/A
		Electric hook-ups	N/A
		Water points & grey water disposal	N/A
		Chemical water disposal points	N/A
		Motor vehicle waste disposal point (MVWDP)	N/A
		Washing up facilities	N/A

Quality Scores

Overall Score

Partrington Haven Leisure Park was measured recently against the national standards established under the Visit England Parks quality scheme, and found to satisfy expectations of a Five Star Holiday Park.

The park team is congratulated for the vigilance that has resulted in a high score for cleanliness again this year. Standards throughout the park have been well maintained and results this year are very similar to last, which means that the Visit England Gold Award can remain in place.

The park was viewed unaccompanied but thanks are extended to Sharron Small from the management team who was the source of much useful information and listened to feedback on the assessment.

ASSESSMENT SUMMARY – Highlights

As seen last year, the care taken with the presentation and maintenance of landscaped areas is a particular strength of this park. Signage is also of a professional and exceptionally high standard; there is a complete absence of ad hoc signage inside buildings, fire point emergency action signs are complete and clear, and there are clever touches such as the notices on lampposts encouraging park users to report blown bulbs. Issues with the condition of the maintenance workshop exterior raised in previous reports become less important as the exterior of this building gradually disappears beneath a lush covering of climbing plants. The only bin compound on the park is located behind this building, fully concealed from park users who leave rubbish out to be collected daily by park staff; this is a system that works extremely well.

Park owners and members from the local community have access to an excellent range of Five Star sporting, leisure and dining facilities at the Country Club. The minor wear seen this year to some of the upholstery in lounge areas does not detract from the elegance of this modern building. Maintenance standards are excellent, and the cleanliness of the park on this occasion was found to be close to immaculate.

The park was the proud winner of the holiday park/holiday village category of the 2017 Remarkable East Yorkshire Tourism Awards. The Visit England Gold Award can be added to the list of 2017 successes.

Amongst the many awards and accolades won by the park is the Visit England Five Star rating, which demonstrates that the park has been professionally measured against national standards, and also the Gold Award, which is proof of exceptional and consistent standards for the rating. Copies are being sent separately to display on the website.