

*"I believe that the issue of safety and security of tourists is of crucial importance, as it has to be regarded as a key constituent of competitiveness and quality in European tourism. The tourist is a consumer who is particularly vulnerable because of the nature of the activities which tourism involves (transport, leisure, sport) and also the sites where it takes place (mountains, sea, rivers etc.). I, therefore, welcome your initiative to promote a higher level of protection for tourists by publishing a charter to guide park owners/managers. I consider it is important to make them aware of potential risks and how to manage dangerous situations. Another positive effect will be the increased awareness of the industry as a whole of these issues.*

*I hope that your example will be followed by other associations dealing with consumer protection. It will also be studied no doubt at international, European and especially national level, as some safety aspects are related to specific requirements of regions and localities.*

*There may be opportunities to evaluate best practices in this area and to disseminate information on the results to the tourism industry and consumers.*

*I wish you every success with your work."*

**Christos PAPOUTSIS**  
European Commissioner

**SIGNATORY  
TRADE  
ASSOCIATIONS**  
The following national trade associations for the holiday parks sector are signatories to this charter:

**BELGIUM:**  
**BELCAMP asbl** - For Belgium, BELCAMP endorses the recommendations of the EFCO-FICC Charter. The main measures contained within this Charter are already included within the regulations in force in the country, particularly in areas of known risk.

**CROATIA:**  
**Kamping Udruzenje Hrvatske (KUH) (Croatian Camping Union, CCU)** - For Croatia, KUH gives its full support to the recommendations of the Charter - some of its objectives are already included within existing legislation.

**DENMARK:**  
**DK-Camp** - For Denmark, DK-Camp endorses the recommendations of the EFCO-FICC Charter. The main measures in the charter are already included in the existing regulations in areas of known risk.

**FRANCE:**  
**Fédération Nationale de l'Hôtellerie de Plein Air (FNHPA)** - For France, the objectives of this Charter are reached by existing legislation.

**GERMANY:**  
**Verband der Campingplatzunternehmer in Deutschland e.V. (VCD)** - For Germany, VCD underlines the importance of the objectives and recommendations of the EFCO-FICC Charter.

Most of the objectives, contained in this charter, are already included in existing national regulations.

**GREECE:**  
**ΠΑΝΕΛΛΗΝΙΑ ΕΝΩΣΗ ΙΔΙΟΚΤΗΤΩΝ ΚΑΜΠΙΝΓΚ** - For Greece, the Panhellenic Camping Union supports the recommendations of the EFCO-FICC Charter. Many of the objectives of the charter are already included in the current regulation.

**HUNGARY:**  
**Magyar Kempinghek Szakmai Szövetsége (MaX)** - For Hungary, the Hungarian Camping Association (MaX) agrees the EFCO-FICC Charter and will offer it to all members of MaX.

**IRELAND:**  
**Irish Caravan & Camping Council** - For Ireland, the Irish Caravan & Camping Council supports the recommendations of the EFCO-FICC Charter.

**ITALY:**  
**Federazione delle Associazioni Italiane dei Complessi Turistico-Ricettivi dell'Aria Aperta (FAITA)** - For Italy, FAITA will promote the application of the EFCO-FICC Charter to its members.

**LUXEMBOURG:**  
**Association des Propriétaires de Camping du Grand Duché de Luxembourg a.s.b.l. (APC)** - For Luxembourg, the objectives of this Charter are mainly reached by existing legislation, in principal by l'ITM-CL 138.1 (Prescriptions de sécurité type).

**NETHERLANDS:**  
**Vereniging van recreatie-ondernemers Nederland (RECRON)** - For the Netherlands, RECRON has adopted the EFCO-FICC Charter as a membership recommendation for all member holiday park/campsite owners and managers. Many objectives of the Charter are already included within existing legislation/regulation.

**NORWAY:**  
**Reiselivsbedriftenes Landsforening (RBL)** - For Norway, RBL gives full support to the recommendations of the Charter to owners and managers of individual holiday parks/campsites situated in areas of known risk.

Many objectives of the Charter are already included within existing legislation.

**PORTUGAL:**  
**ORBITUR** - For Portugal, ORBITUR will recommend the objectives of the EFCO-FICC Charter to the sites of its organisation. Many objectives of this charter are already included within existing legislation.

**SPAIN:**  
**Federación Española de Empresarios de Campings y C.V. (FEEC)** - For Spain, the objectives of this Charter are already reached by the existing legislation in the Spanish autonomias. FEEC (the Spanish National Camp-site Owners Association) recommends this EFCO-FICC Charter to all members.

**SWEDEN:**  
**Sveriges Campingvärdars Riksförbund (SCR)** - For Sweden, SCR has adopted the EFCO-FICC Charter as a membership recommendation for all owners and managers of camping sites in areas of known risk. SCR will also include the guidelines from the Charter in the classification system, the Swedish Campingstandard. Many objectives of the Charter are already included within existing legislation.

**SWITZERLAND:**  
**Verband Schweizerischer Campings VSC/ASC, Association Suisse des Campings ASC/VSC** - For Switzerland, the ASC/VSC Central Committee has adopted the EFCO-FICC Charter as a recommendation to all members (park owners and managers). The majority of the EFCO-FICC Charter objectives are already covered by the current legislation of the Cantons and Swiss Confederation.

**UNITED KINGDOM:**  
**British Holiday & Home Parks Association (BH&HPA)** - For the United Kingdom, BH&HPA has adopted the EFCO-FICC Charter as a membership recommendation for all member holiday park owners and managers. Many objectives of the Charter are already included within existing legislation.



# EFCO-FICC Charter

## MANAGEMENT OF EXTERNAL RISK ON HOLIDAY PARKS, CARAVAN & CAMPING SITES

Foreword by  
**Christos PAPOUTSIS,**  
Member of the  
European Commission  
with responsibility for Tourism



Fédération Internationale de  
Camping et de Caravanning

# PRINCIPLES OF THE CHARTER

Those establishments adhering to this charter, undertake to ensure the principles below are followed:

## 1 Evaluation of possible risks

## 2 Drawing up of a Contingency Plan

## 3 Informing customers of possible risks

## 4 Installation of internal alarm system on the holiday park

## 5 Ensuring ways to evacuate people.

EFCO and FICC recommend this Charter to the national trade associations of the holiday parks industry and onwards to the owners and managers of individual holiday parks situated in areas of known risk who are urged to commit themselves to the principles of this Charter.

### PRACTICAL NOTES

This guide is designed to help those park owners who adopt the Charter, to put in place provisions which may be above and beyond the demands of the current legislation.

The guide is not exhaustive and should be adapted as appropriate to the situation of the ground.

### INTRODUCTION

This Charter is published in guidance to the owners and managers of holiday parks in the management of external risks and is the result of collaboration between trade and consumer, the European Federation of Campingsite Organisations (EFCO) and the Fédération Internationale de Camping et de Caravanning (FICC).

The European Federation of Campingsite Organisations and the Fédération Internationale de Camping et de Caravanning endorse that every holidaymaker has the right to expect a safe environment in which to enjoy his/her leisure time whilst staying on a caravan, camping or holiday park in Europe.

It is for the public authorities, in consultation with holiday park owners and managers to define the risks that could impact on the holiday park.

**Major Emergency:** A major emergency is defined as any event or incident which, with little or no warning causes or threatens to cause:

- injury or death
- serious disruption to essential services
- damage to property.

The event would be beyond the normal capabilities of Police, Emergency Services and Public Authorities. A major emergency can be as a result of natural or technological disaster or major accident.

**Natural Disaster:** Natural Disasters can and have occurred anywhere, usually with little or no warning. Some areas may be at greater risk than others. It is also for the public authorities to make the necessary arrangements to provide early warning to the owners and managers of holiday parks.

In order to meet the demands of such an unforeseen disaster, it is incumbent on the owners and managers of holiday parks to take all reasonable steps to ensure the safety of people present on the park.

### OBJECTIVES

The objectives of this charter are:

- to avoid injury and loss of human life
- to reduce potential risks
- to provide warning of natural and other disasters
- to ensure evacuation of holidaymakers

whilst at the same time respecting the principle that these measures concern exceptional circumstances, and must therefore remain in their context.

### SCOPE

This Charter is for guidance only. It should be used in conjunction with national and local regulations only.

### RESPONSIBILITIES

The prime responsibility in respect of:

- assessing risk
- issuing early warnings
- major emergency planning

rests with the Public Authorities.

As the agencies responsible for licensing, regulation and certification, for planning and environmental matters, for public health and safety, they have the resources and expertise to assess the risks and plan the appropriate response.

The park owner and manager should consult and collaborate with the Public Authorities so that his Park's plans complement those of the authorities.

### RISK ASSESSMENT

In consultation with the public authorities, park owners/managers should assess the potential risks to their establishment, taking in to account issues such as:

- the local climate
- the nature of the ground
- the geography of the area
- neighbouring businesses
- access routes
- proximity of emergency services
- emergency exits
- the layout and infrastructure of the park establishment itself.

### A CONTINGENCY PLAN

A holiday park owner or manager should draw up a Contingency Plan to include:

- the means to inform holidaymakers and staff of the potential risks
- the means to raise the alarm
- the means to evacuate persons present on the park
- any other appropriate actions.

### APPENDIX - Suggestions

#### 1. Information to Park Holidaymakers

It is very important that park holidaymakers are informed (in different languages if necessary), in a clear and non-frightening way, of the action that should be taken in the event of a problem affecting the park, how the alarm is given, how to summon help, the routes to follow should evacuation be necessary and the assembly points following evacuation.

Notice Boards giving advice on such matters ("What to do in the event of fire" etc.) are recommended.

The emergency telephone numbers should be displayed for holidaymakers information.

#### 2. Sounding the Alarm

Alarm equipment, appropriate to the circumstances of the individual park business, should be available on all park establishments. Both holidaymakers and park staff should be able to raise the alarm.

All alarm equipment should be maintained in sound working order and regularly checked according to manufacturers' instructions.

Should it be necessary, each park holidaymaker must be able to call the help of the emergency services free-of-charge, either by telephone or an alarm bell.

#### 3. Evacuation Routes

A detailed evacuation plan should be put in place in consultation with the local authorities, according to the potential risks present on the holiday park.

Consideration should be given in advance to the best way to safely evacuate park holidaymakers at the same time as the arrival of emergency services (routes banned to normal traffic, one-way traffic on other routes etc.).

Evacuation should be carefully supervised to ensure no holidaymakers "drop out" and remain at risk. Designated individual/s should undertake this supervision.

The park establishment should be fully checked following evacuation to ensure all holidaymakers and members of staff have been removed from danger.

A safe area to receive evacuated holidaymakers should be designated in advance. It is important that evacuated guests should be kept informed as the situation develops.

#### 4. Collaboration with Local Authorities

It is essential that Contingency Plans are discussed with the local authorities in advance to ensure co-ordination between the different players in such a situation.

Where possible, local emergency services should be made aware of the location of potential risks on the park (E.g. Gas storage areas).

#### 5. Checking Safety Measures and Actions

The Contingency Plan should be re-examined at least once a year, to ensure it is still relevant to the situation on the ground, at the beginning of the season and whenever major changes are undertaken on the park.

It is particularly important to ensure safety routes are kept clear and well signed.

#### 6. Staff Training

One person on the park staff (usually the park owner/manager) should be nominated to be reasonable for co-ordination of the Contingency Plan in co-operation with the emergency services. A substitute to deputise in the absence of the nominated person should also be designated.

It is recommended that park owners/managers ensure all staff who work on the park are fully aware of the provisions of the Contingency Plan and of their role to be played in the event of catastrophe.

All new staff joining the park business should be informed of the Contingency Plan when they commence their employment.