

CAMPGROUND CLASSIFICATION PROGRAM



Aiming for Quality
Revised 2008 Program

TO CONTACT US:

If you have any questions about the campground classification system, you can contact:

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INTRODUCTION

In the fall of 2003, the Conseil de développement du camping au Québec (CDCQ) was officially mandated by Tourisme Québec to classify all campgrounds in Quebec. This program was previously voluntary but is now mandatory, under the *Tourist Accommodation Establishments Act*.

By law, every person operating a campground is required to have a classification certificate. The certificate, in the form of a sign indicating the name of the campground and its classification, is valid for 24 months, and must be permanently affixed in public view, outside the campground.

What does the CDCQ do?

The CDCQ was created in 1990 when Camping Québec and the FQCC joined forces to ensure a thriving camping industry in Quebec. Its objective is to design and offer different programs, activities and promotional services to benefit the two organizations.

The main services offered by the CDCQ are operating the classification program for campgrounds in Quebec, producing the Quebec Camping Guide and maintaining the www.guidecamping.ca Website.

Campground classification:

By offering a reliable description of the services provided by campgrounds, classification is a valuable reference tool and an essential source of information allowing campers to make informed choices.

For campground operators, classification is a development and work tool allowing them to offer a product that meets consumers' expectations. The classification criteria for campgrounds outlined in this guide are key tool for properly planning for their next classification visit!

Campground classification criteria:

The classification program has two separate parts: one looking at the quality of facilities and the other concerning the type of facilities and extra services, for a total of 1000 points.

Happy reading!

The CDCQ team

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1. GENERAL INFORMATION ABOUT VISITS

All campgrounds to be rated will be visited by an inspector, trained and authorized by the CDCQ to evaluate campgrounds.

Inspections may be held at any time between June 20 and August 31. A number of inspectors, who will have all received the same training, will be travelling throughout Quebec to inspect campgrounds to be rated during the summer. Each **campground will be inspected once every two years, and the inspection results will remain valid for two years.**

An inspector must give the campground at least 48 hours' notice. When he arrives at the campground, the inspector must report to the operator or the operator's representative, ask for a map of the campground and inspect the items listed below, **by himself.**

2. COST AND CRITERIA

The fee scale for the rating system has been designed to take account of the number of campsites to be rated, so as to reflect the work involved in an inspection. Rated campgrounds must pay these fees annually to receive their rating results, for inspections conducted every two years.

Number of sites	Rate	gst	pst	Price with tax
1 to 50	\$133,89	\$6,69	\$10,55	\$151,13
51 to 100	\$166,02	\$8,30	\$13,08	\$187,40
101 to 200	\$198,16	\$9,91	\$15,60	\$223,67
201 to 300	\$230,29	\$11,51	\$18,14	\$259,94
Over 301	\$262,43	\$13,12	\$20,67	\$296,22

Criteria for program eligibility

- Prepay annual rating fees.
- Cooperate with the inspector to allow him/her to properly fulfill their duty.

3. PROGRAM DESCRIPTION

The new rating program has two separate parts: one looking at the quality of facilities and the other concerning the type of facilities and extra services. Each campground is given a rating out of 1,000 points: 700 points for the quality of facilities, and 300 points for the type of facilities and extra services.

PARTS	%	Points
1: QUALITY OF FACILITIES	70 %	700 points
2: TYPE OF FACILITIES	30 %	300 points
Total	100 %	1,000 points

Parts 1 and 2 are described using tables that indicate both the items on the inspection grid and the points allocated. The terms used and the indicators covered by specific requirements are defined in the Appendix.

3.1. Part 1 : Quality of facilities

The first part of the rating program looks at the quality of a large number of indicators, grouped into four separate sections: 1) comfort stations, 2) campground as a whole, 3) recreational areas and 4) reception facilities. To obtain a rating, a campground must obtain at least 350 points (50%) in this part.

RATING SCORE FORMULA – PART 1

QUALITY OF FACILITIES – 700 OUT OF 1000	Maximum score
1a) Comfort stations	280
1b) Campground as a whole	210
1c) Recreational areas	105
1d) Reception facilities	105
Total	700

In each of the four sections, the program looks closely at maintenance, cleanliness and operation of equipment.

Note that the ratings are calculated by means of an evaluation grid, and do not take account of the inspectors' personal opinions. Only physical observations (e.g. defective door, no soap, leaking roof) are considered.

COMFORT STATIONS

All comfort stations functional and accessible for campers will be inspected, for purposes of establishing the rating. The items inspected for all comfort stations are: the toilets, and the urinals ; the showers ; the accessories (sinks, counters, mirrors, shelves and others), interior conditions and exterior conditions.

1A) THE COMFORT STATIONS – MAXIMUM 280 POINTS	Maximum score
Toilets and urinals	56
Showers	56
Accessories	56
Interior conditions	56
Exterior conditions	56
Total 1a)	280

CAMPGROUND AS A WHOLE

The following items will be evaluated for the campground as a whole: serviced campsites (picnic tables, ease of access, level, campsite markings, hook-ups, fireplace ...), paths and roads, including signage, displays, waste and recycling container, cleanliness and maintenance.

1B) CAMPGROUND AS A WHOLE – MAXIMUM 210 POINTS	Maximum score
Service campsites: Picnic table, level, ease of access, campsite markings, hook-ups, numbers, fire pits.	78
Roads and signage	42
Waste and recycling container	15
Maintenance and cleanliness	75
Total 1b)	210

RECREATIONAL AREAS

For the recreational areas, the inspection will cover the quality of facilities for both, land and water-based activities and the playground for kids.

1C) RECREATIONAL AREAS – MAXIMUM 105 POINTS	Maximum score
Land activities volleyball, basketball, petanque, etc.	35
Water activities : Swimming pool, beach, nautical equipment rental, etc.	49
Playground for kids	21
Total 1c)	105

RECEPTION FACILITIES

All campground functional facilities not listed in the above sections will be evaluated in this section. For example, a restaurant, a convenience store, a laundromat, indoor games will fall into this section.

1D) RECEPTION FACILITIES – MAXIMUM 105 POINTS	Maximum score
Reception office	42
Recreation room	28
Other services : laundromat, convenience store, restaurant, etc.	35
Total 1d)	105

ESSENTIAL AMENITIES

In part 1 with respect to quality, services in the table below are considered essential, and points will be deducted if the campground does not have them (demerit points)

LACK OF ESSENTIAL SERVICES	
Hot water (All sinks, except those in a comfort station next to a swimming pool or beach)	- 18
Individual sewer (except tents only campground)	- 18
Toilet paper	- 50
Emergency telephone (less than 1 km)	- 35
Identification of the reception office	- 70
Site delimitation (except rustic areas)	- 70
Drinking water	- 210
No waste container on site	- 210
Toilets	- 300
Dumping station and individual sewer (except tents only campground)	- 300

3.2. Part 2 : Type of facilities

The second part of the evaluation concerns the reception facilities and services offered by the campground. The maximum score in this part is 300 points.

RATING SCORE FORMULA – PART 2

TYPE OF FACILITIES 300 OUT OF 1000	Maximum score
2a) Comfort stations	50
2b) Campground as a whole	80
2c) Recreational areas	80
2d) Reception facilities	90
Total	300

In each of the four sections, the program awards points for certain reception facilities and services offered for campers. Note that these are not standards, but rather additional services that the campground is **not required** to offer.

You will find in the following charts, details of the criteria included in Part 2.

2a) COMFORT STATIONS – MAXIMUM 50 POINTS		score		
Grouped comfort stations	Min. 1 comfort station with grouped services			10
Sinks	Sinks : mirror, soap, towels		3	
	All sinks (mirror, soap, towels)			10
Toilets / ratio	1 toilet / 20	2		
	1 toilet / 15		5	
	1 toilet / 10			10
Showers / ratio	Toilet for disabled		3	
	Toilet and shower for disabled			5
	1 shower / 30	2		
	1 shower / 25		5	
	1 shower / 20			10
	Undressing room with a fixed seat			2
	Baby changing station			1
	Hand dryer available			2
Total 2a)			50	

2b) CAMPGROUND AS A WHOLE – MAXIMUM 80 POINTS			Score	
ORGANIZATION OF CAMPSITES				
Services / Hook-ups	3 services sites available	4		
	60 % of the sites with 3 services		16	
	80 % of the sites with 3 services			20
Water	One drinking water source for every two campsites	4		
Electricity	One electric function for every two campsites	4		
Wastewater	Mobile dumping station		2	
	1 fixed dumping station (concrete slab, signage*, spraying device) or 100 % three-service campsites.			5
Additional services	3 services sites with 30 amperes available			6
	3 services sites with 50 amperes available			2
	100 % of the campsites identified (including rustic area)			5
	Pull-through sites available			5
	2500 square foot site available (232 m ²)		2	
	3500 square foot site available (325 m ²)			5
	100 % campsites with fireplaces			2
Total			50	
ROADS AND SIGNS				
	All paths and roads paved			5
	Parking lots			5
	Two-way traffic at the reception office			5
	Paved entrance			5
	Electric gate			5
Total			25	
WASTE-DISPOSAL SERVICES				
Recycling	Clearly identified recycling cans			2
Garbage	Clearly identified garbage cans or garbage bags		2	
	Organized garbage collection service			3
Total			5	
TOTAL 2b)			80	
2c) RECREATIONAL AREAS – MAXIMUM 80 POINTS			Score	
RECREATIONAL SERVICES				
	Playground for kids (minimum 3 different structures)			5
	Swimming pool, water games or beach			15
Total			20	
ACTIVITIES GROUP A + B = maximum 60 points				
	Activities group A = 10 points each			60
	Activities group B = 5 points each			
Total			60	
TOTAL 2c)			80	

<i>PART 2 CONTINUED...</i>			Score	
2d) RECEPTION FACILITIES – MAXIMUM 90 POINTS				
RECEPTION OFFICE				
	Separate reception office		3	
	Separate reception office (reserved exclusively for registration)			6
	Lighted sign			3
	Open-plan offices			4
	Physical organization of information			2
Total			15	
RECREATION ROOM				
	Covered picnic table or big top		5	
	Recreation room			10
	Organized games area (min. 3 different games, free of charge)			5
Total			15	
LAUNDROMAT				
	Minimum of 1 washer and 1 dryer		2	
	Minimum of 1 washer and 1 dryer /100 campsites			5
	Large basin			2
	Soap sold at the convenience store		1	
	Coin-operated soap dispenser in the laundromat			3
Total			10	
RESTAURANT SERVICES				
	Snack-bar on site		10	
	Restaurant nearby (1 km)		10	
	Restaurant on site (indoor seating, 3 meals / day / 60 days)			20
Total			20	
CONVENIENCE STORE, PRODUCTS & SERVICES				
	Breakdown service		5	
	Convenience store nearby, 1 km		10	
	Convenience store on site			20
	Ice sold			2
	Firewood sold			1
	Propane tank exchange service		1	
	Propane service on site or no farther than 2 km away			2
Total			25	
OTHER SERVICES				
Communications	Telephone available		1	
	Pay telephone			2
	Internet access		2	
	Computer connected to the Internet / WIFI			3
Total			5	
TOTAL 2d)			90	

4. RATING SCORE FORMULA

SUMMARY OF PARTS 1 AND 2

The inspection score, out of 1,000 points, will be the total points awarded in parts 1 and 2. Quality of facilities accounts for 70% of the points, and the other 30% is awarded for the type of facilities and extra services.

RATING SCORE FORMULA		
Part 1 rating score formula		
Quality of facilities – 700 out of 1000		
		Maximum score
Comfort stations	280	
Campground as a whole	210	
Recreational areas	105	
Reception facilities	105	
Total part 1	700	700
Part 2 rating score formula		
Type of facilities – 300 out of 1000		
		Maximum score
Comfort stations	50	
Campground as a whole	80	
Recreational areas	80	
Reception facilities	90	
Total part 2	300	300
	TOTAL	1,000 points

RATING CHART

The campground rating depends on the total number of points awarded during the inspection. The campground must receive at least 500 points to be awarded one star. Each additional 100 points is equivalent to one more star.

Any campground that does not receive a score of 500 points will be considered to have been rated, but will not receive a star.

EXPLANATION OF RESULTS

1 to 499 pts	=	0 star
500 to 599 pts	=	1 star
600 to 699 pts	=	2 stars
700 to 799 pts	=	3 stars
800 to 899 pts	=	4 stars
900 to 1,000 pts	=	5 stars

5. DEFINITION OF STARS

DESCRIPTION OF RATING RESULTS

Each rating level has a specific meaning:

- | | |
|--------|--|
| 0 | Campground partly meeting the rating criteria. |
| 1★ | Campground meeting quality standards. |
| 2★★ | Campground with quality facilities, offering some extra services and activities. |
| 3★★★ | Campground with high-quality facilities, offering several extra services and activities. |
| 4★★★★ | Campground with very high-quality facilities, offering a range of extra services and activities. |
| 5★★★★★ | Campground with excellent facilities, offering a wide range of extra services and activities. |

6. COMMUNICATION OF RESULTS

Following the inspection, the CDCQ will quickly review the campground's file and inform the campground operator of the results, by mail. At the same time, the CDCQ will also send the campground's score to the ministry of Tourism. The inspection fees payable to the CDCQ must be paid in full before the final rating results are released. Also, all the new campground operators will have to pay the classification fees again because the inspection results can not be transferred.

A copy of the inspector's notes justifying the inspection results will be mailed to the campground operator on submission of a written request. Operators may also consult their rating file at the CDCQ office or contact the CDCQ by telephone to ask for explanations on specific points in the inspection report.

Operators will receive an application form for attestation of their campground's rating, with their inspection results. They must complete this form and send it to the ministry of Tourism, to obtain a sign they can display at their campground indicating their rating.

7. APPEAL REQUEST PROCESS

APPEAL PROCESS

If a campground operator wishes to contest the inspection results for his campground, he must send a review application to the CDCQ in writing, within 30 days of receiving his inspection results. His application must be accompanied by all appropriate supporting documents. On receipt of the review application, a CDCQ advisor will contact the operator to discuss his file. If the operator still wishes to appeal the inspection results, he must pay \$200 to have a file opened, in addition to the inspection and travel expenses of a second inspector, if necessary. These amounts will be reimbursed if the review committee rules in his favour and upgrades his rating.

The appeal will be submitted to the review committee, which will use the supporting documentation to determine whether the application will be accepted. If the operator wishes, he may appear in person to present his case and his grounds for contesting the rating. The operator will be notified of the date, time and location of the hearing at least two weeks in advance.

If the application is accepted, the rating will be reviewed, either on the basis of the supporting documents submitted with the application or a second inspection, if necessary. The review results, whether the rating is modified or not, will be mailed to the campground operator within 30 working days of the hearing.

The review committee is made up of five members representing tourism organizations or stakeholders and the campground industry, who are committed to maintaining the Quebec campground rating system.

REVIEW JUSTIFIED BY WORK DONE

A campground operator who has had major upgrading work done may also submit a review application to the CDCQ, in writing, with the appropriate supporting documents. The campground will be completely inspected once again, and will be billed for additional charges equivalent to the inspection and the inspector's travel expenses.

8. PUBLISHING OF THE RESULTS

Operators of rated campgrounds authorize the CDCQ to publish all rating results, without exception. The results are valid for a two-year period unless otherwise specified. The results will be published in the *Quebec Campground Guide* for the following year, and will also be sent to regional tourism associations, for publication in regional tourist guides and any other publication for the public.

10. CDCQ'S CONTACT INFORMATION

For any question or information regarding the campground rating program, you may contact:

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Appendix
DEFINITIONS

DEFINITIONS












The items rated are defined below, as well as all indicators subject to specific requirements as part of the new campground rating system. These items are grouped into inspection blocks.

PART 1 – QUALITY OF FACILITIES

-  **LACK OF ESSENTIAL SERVICES:** If any services considered essential for part 1 are missing, points will automatically be deducted from the total for part 1.
-  **HOT WATER:** All sinks, except those in a comfort station next to a swimming pool or beach and use only by swimmers, must have working hot water taps.
-  **INDIVIDUAL SEWER :** Hook-up to a sewer on a campsite, used to dispose of wastewater.
-  **TOILET PAPER :** All toilets must have fixed toilet paper dispensers and toilet paper.
-  **EMERGENCY TELEPHONE :** There must be a public or other telephone accessible at all times for emergencies, in the campground or no farther than one kilometer from the campground.
-  **SITE DELIMITATION :** Each campsite must be marked by a number or a physical boundary, except for those in rustic areas.
-  **IDENTIFICATION OF THE OFFICE :** There must be adequate signage* directing users and visitors to the campground reception office.
-  **DRINKING WATER :** The campground must provide access to drinking water. If there is no drinking water source accessible in the campground, the campground must provide sealed bottled water for campers. The service must be advertised the service in the reception office.
-  **WASTE CONTAINERS:** To offer essential services related to waste disposal, the campground must
 - 1 - have a waste container on the site, or
 - 2 - have clearly identified garbage cans on the site
-  **TOILETS :** The campground must have at least one toilet on site (excluding outhouses).
-  **DUMPING STATION :** Specific site where recreational vehicles can dump their wastewater.
















PART 2 – TYPE OF FACILITIES AND ADDITIONAL SERVICES

2a) COMFORT STATIONS







-  **COMFORT STATION** : Building for bodily hygiene purposes.
-  **COMFORT STATION WITH GROUPED SERVICES**: This building must include toilets with fixed toilet paper dispenser, toilet paper, showers with a changing room, a fixed seat, a coat hooks, sinks with mirrors, hot water and a commercial soap and towels dispenser. There must also be an electric outlet with a breaker switch in the comfort station. The building must be artificially lit both inside and outside.
-  **SINK (MIRROR, SOAP, TOWELS)** : The campground has at least one sink with a mirror and a commercial soap and towels dispenser.
-  **ALL SINKS (MIRROR, SOAP, TOWELS)** : Mirror, and a commercial soap and towels dispenser are required in all comfort stations where there is a sink.
-  **TOILET RATIO** : Obtained by dividing the total number of campsites by the total number of toilets and urinals. Outhouses are not included.
-  **TOILETS FOR DISABLED** : Disabled washrooms must have an access ramp, an accessible doorsill and a door wide enough for a wheelchair (76 cm). Toilet stalls must be designed for disabled users, with a transfer zone at least 76 cm wide, supports for transferring between the wheelchair and the toilet, a sink with a minimum clearance of 68.5 cm, lever-type taps and towels at an accessible height.
-  **SHOWERS FOR DISABLED** : Showers must have an access ramp, an accessible doorsill and a door wide enough for a wheelchair (76 cm). The shower stall must have a fixed or folding seat, a horizontal support bar on the wall opposite the door and a hand-held shower head at an accessible height.
-  **RATIO OF SHOWERS** : Obtained by dividing the total number of campsites by the total number of showers.
-  **UNDRESSING ROOM** : A small closed room with a fixed seat, next to the shower stall, where users can undress and dress in privacy.
-  **BABY CHANGING STATION** : An industrial-quality accessory fixed to the wall, which opens to provide space for changing young children.
-  **HAND DRYER** : A wall-mounted electric device for drying one's hands. Required in at least one comfort stations where there is a sink, with the exception of comfort stations next to a swimming pool or beach.

2b) CAMPGROUND AS A WHOLE




ORGANIZATION OF CAMPSITES

-  **SITE** : Defined individual space in a campground where campers can set up, with or without services.
-  **SITE WITH 1 SERVICE** : Campsite with water or electricity hook-ups.
-  **SITE WITH 2 SERVICES** : Campsite with water and electricity hook-ups.
-  **SITE WITH 3 SERVICES** : Campsite with water, electricity and sewer hook-ups. The ratio of three-service campsites is obtained by dividing the total number of three-service campsites by the total number of campsites in the campground.
-  **ONE DRINKING WATER SOURCE FOR EVERY TWO CAMPSITES**: The campground must offer a drinking water source for at least half of all its campsites.
-  **ELECTRIC FUNCTION FOR TWO SITES** : The campground must offer electricity hook-ups for at least half of all its campsites.
-  **MOBILE DUMPING STATION** : A mobile wastewater disposal service, for campers in recreational vehicles without access to a three-service campsite. The service has to be advertised and scheduled.
-  **DUMPING STATION** : A fixed dumping station with a concrete slab, signage* and spraying device, or 100% three-service campsites.
-  **SITES 3 SERVICES WITH 30 AMPERES** : Three-service campsite with 30-amp service. This type of campground must represent at least 10% of the campsites available for campers.
-  **SITES 3 SERVICES WITH 50 AMPERES** : Three-service campsite with 50-amp service. This type of campground must represent at least 5% of the campsites available for campers.
-  **SITES IDENTIFIED** : Campsite identified by number. The corresponding points will be awarded only if all campsites are numbered.
-  **PULL-THROUGH SITES** : Campsite accessible from either side (entrance on one side, exit on the other). This type of campground must represent at least 10% of the campsites available for campers.
-  **2,500 SQUARE FOOT SITE**: A campsite with a total area of 2,500 square feet (232 m²). This type of campground must represent at least 10% of the campsites available for campers.
-  **3,500 SQUARE FOOT SITE**: A campsite with a total area of 3,500 square feet (325 m²). This type of campground must represent at least 10% of the campsites available for campers.
-  **SITE WITH FIREPLACE** : Campsite with a permanent brick, stone or cement structure for wood fires. The corresponding points will be awarded for this item only if all campsites have fireplaces.

ROADS AND SIGNAGE

-  **CAMPGROUND ENTRANCE :** Access road from the main road to the campground reception office.
-  **ALL PATHS AND ROADS PAVED:** All access routes to a service building and to campsites in the campground must be paved.
-  **PARKING LOTS :** A defined surface near the reception office, for vehicle parking.
-  **TWO-WAY TRAFFIC AT THE RECEPTION OFFICE:** There must be two separate lanes at the campground reception office, one for arriving and the other for exiting vehicles.
-  **PAVED ENTRANCE :** Paved access route to the campground, from the main road to the reception office.
-  **ELECTRIC GATE :** The entrance to the campground must have a barrier with an electric mechanism (one for each way).

WASTE-DISPOSAL SERVICES

-  **CLEARLY IDENTIFIED RECYCLING CANS :** The campground must have clearly identified recycling cans on the site
-  **CLEARLY IDENTIFIED GARBAGE CANS OR GARBAGE BAGS:** The campground must either:
 - 1 – have clearly identified garbage cans on the site, or
 - 2 – give garbage bags to campers when they arrive.
-  **ORGANIZED GARBAGE COLLECTION SERVICE:** Garbage collection system managed by the campground operator. Garbage pick-up may be arranged by campsite, road or sector.

2c) RECREATIONAL AREAS

RECREATIONAL SERVICES



PLAYGROUND FOR KIDS : Organized playground with at least three different structures for children, e.g. teeter-totters, slides or play modules



SWIMMING POOL, WATER GAMES OR BEACH : Swimming pool, water games or beach located in the campground and accessible to campers for at least 60 consecutive days.

ACTIVITIES



GROUPS A AND B ACTIVITIES : Any structure or facility located **in the campground**, allowing campers to practise a sport, a physical activity or recreational pursuit. A facility that can be used for several different activities is counted only once, and will be counted for the activity worth the most points. For instance, a space that can be used as a badminton court or volleyball court will be awarded 10 points, i.e. the number of points given for activities in group A.



The list of activities below is not exclusive. Other activities may be added and will be included in the appropriate group, depending on the facilities required for the activity.

Group A activities:

Tennis court: A rectangular, fenced-off permanent court for playing tennis (a racquet sport in which players take turns striking a ball to send it to the other player, across the net dividing the court in two).

Badminton court: A rectangular, marked-off permanent court with a net for playing badminton (a racquet sport in which two players take turns striking a shuttlecock to send it to the other player, across a net).

Mini-golf: All the permanent wooden or concrete structures forming a miniature golf course on which players use a putting iron to strike a ball toward a hole.

Golf: A 9- or 18-hole golf course with fairways and greens under the campground's responsibility and located on the campground property.

Horseback riding: A stable on the campground offering horseback riding for campers.

Skate park: A permanent space paved with asphalt or concrete and at least three ramps for skateboarders.

Water slide: An inclined surface of varying height, somewhat curved, and most often made of plastic. The sliding surface is covered with a few centimetres of water, and the slide leads to a swimming pool or other body of water. It is not a floating slide ("aquasport") on a body of water.

Baseball diamond: A permanent diamond-shaped playing field for playing baseball (a sport played by two teams, consisting of striking a hard ball with a bat and then running around a diamond, of which three of the points are bases and the fourth is home plate.) The diamond must have bases on three corners and a backstop behind home plate.

Lookout:** A permanent platform on which visitors may stand and enjoy a panoramic view of the landscape. Must be signposted.

Bike path, in-line skating path,** all-terrain vehicle trail,** hiking trail:** A**

marked permanent path or trail under the campground's responsibility and located on the campground property.

Mini-farm: A building with an enclosure containing at least three different types of animals.

Climbing wall:** A permanent climbing wall on the campground property. Must be supervised, under the campground's responsibility and used for climbing (a sport practised by ascending or racing up a relatively vertical wall, with the risk of falling). Does not include low walls for children.

Marina*:** A permanent boating facility for mooring travelling campers' pleasure craft.

Boat ramp*:** A permanent, marked slope of rock, cement or asphalt, for placing watercraft in the water. Must be under the campground's responsibility and located on the campground property.

Wharf*¹:** A permanent pier for tying up at least one watercraft, available to travelling campers.

Whirlpool: A permanent pool or mini-pool, in different shapes, made of fibreglass, wood, acrylic or concrete. Equipped with water jets and openings through which compressed air is forced into the water. The water must be maintained at a temperature of 37°C to 38°C and be constantly moving.

Sauna: An enclosure in which users take hot, dry baths interspersed with steam baths and cold or hot showers.

Fitness center (at least 3 pieces of equipment): A permanent facility with at least three different pieces of equipment for fitness training. Free weights, steps, balls and stretch bands are not considered equipment.

Nature interpretation center: A permanent exhibition facility informing visitors about different natural themes (animals, plants, etc.). Does not include interpretation trails.

Outdoor obstacle course: A permanent trail varying in length and shape, with various obstacles and occasionally panels with brief instructions. Must have at least five different features.

Giant movie screen: A multimedia projector and large screen.

Program with assigned monitor: A structured program under the campground's responsibility, offered at set times, of at least four hours per day, five days a week, from June 24 to August 20. A sort of day camp for children. The monitor must be remunerated by the campground owner.

Double basketball: A permanent marked-off court with a basket at either end, for playing basketball games.

Beach volleyball: A marked-off court with a permanent net, on a surface of soft sand.

Group B activities:

Volleyball: A marked-off court with a permanent net and a grass, packed earth or crushed stone surface.

Basketball: A marked-off court with a single permanent basket, for shooting baskets.

¹ The points for the boat ramp, the marina and the wharf can not be cumulated. Only one of these infrastructures will be counted.

Soccer field: A marked-off, permanent field with a goal at either end, for playing soccer games.

Horseshoes, pétanque, shuffleboard, croquet, ring toss: A permanent space with a different structure designed for each of these activities.

Fishing: Necessary facilities, including at least a sink and a counter.

Library: A location for reading with armchairs and several shelves of books on a variety of themes.

Movies on television: A television available for screening movies.

Bicycle rental and watercraft rental:**** The number of bicycles or watercraft available must be equivalent to at least 5% of the number of campsites.

Organized recreation program: Regular program of varied recreational activities for travelling campers from June 24 to August 20 (bingo, ballroom dancing, theme evenings, movies, etc.).





Archery: Safe arrangement of several targets available for practising with a bow and arrow.

Trampoline: A commercial trampoline with a safety net.





* These activities must be clearly identified in the campground by means of signs* or indicated on the campground map.

2d) RECEPTION FACILITIES





RECEPTION OFFICE

-  **SEPARATE RECEPTION OFFICE** : Structure for user registration, information and control of users and visitors seeking access to a campground. **This space may not be a residence.** If the space is organized for other purposes in addition to registration, only three points will be awarded, rather than six.
-  **LIGHTED SIGN**: A distinctive sign at the entrance to the campground or the turnoff from the main road, visible from the main road. The sign must be lit with a system installed by the campground operator.
-  **OPEN-PLAN OFFICES** : Area leading to the reception office attractively laid out with flowers or shrubs.
-  **PHYSICAL ORGANIZATION OF INFORMATION**: Structure for distributing different kinds of information, e.g. display or distribution of the campground map and rules, racks of tourist brochures, a bulletin board for advertising activities, distribution of tourist brochures, etc.




RECREATION ROOM

-  **COVERED PICNIC TABLE**: A structure where campers can take shelter from inclement weather, with picnic tables and at least a fixed roof. The structure does not have wall.
-  **BIG TOP**: A permanent structure of canvas or similar materials, with a cement floor and picnic tables, where campers can take shelter from inclement weather and hold meetings and various activities. The structure may also have half-wall or canvas to close completely the structure.
-  **RECREATION ROOM**: Building (of varying size) where meetings and different activities may be held, open at the same hours as the reception office. Generally equipped with tables, chairs and a platform.
-  **ORGANIZED GAMES AREA**: A space that may be part of the recreation room or restaurant, with at least three different games, free of charge, e.g. mississippi table, ping-pong table, pool table, darts, beanbag toss, baby-foot, air-hockey, etc.








LAUNDROMAT

-  **LAUNDROMAT** : Organized location for washing and drying laundry, with at least one washer and one dryer. Ratio obtained by dividing the total number of campsites by the total number of washer/dryer.
-  **LARGE BASIN** : Basin large enough for various uses (scrubbing dirty clothes, washing dishes, etc.)
-  **SALE OF LAUNDRY SOAP** : Commercial individual box of laundry soap sell at the convenience store or at the reception office.
-  **COIN-OPERATED SOAP DISPENSER** : Device selling laundry soap for laundry users.





RESTAURANT SERVICES

-  **SNACK-BAR** : Building or location with a fast-food counter or open only at certain times and on certain days.
-  **NEARBY RESTAURANT** : Restaurant located at 1 kilometer or less of the entrance of the campground. The restaurant must serve 3 meals a day.
-  **RESTAURANT** : Building or location with indoor seating, serving three meals a day over a period of at least 60 consecutive days.

CONVENIENCE STORE, PRODUCTS AND SERVICES

-  **BREAKDOWN SERVICE** : Sales outlet selling four basic products (bread, butter, milk and a fourth packaged product, at the campground's choice) for campers.
-  **NEARBY CONVENIENCE STORE** : Convenience store located at 1 kilometer or less of the entrance of the campground.
-  **CONVENIENCE STORE**: Sales outlet in a building or other location selling a complete and varied selection of items. Must carry at least six categories of items, with three items per category and a sufficient inventory of each item, e.g.: condiments, jam, starch, candy, dairy products, cleaning products, hygiene products, and of course basics such as bread, butter and milk.
-  **FIREWOOD SOLD** : Sales outlet with wood for campfires.
-  **ICE SOLD**: Sales outlet with ice for various purposes.
-  **WEEKLY MOBILE PROPANE SERVICE** : Service provided by a third party at specific dates and times. The service must be advertised at the reception office or on a paper notice given to campers when they arrive.
-  **PROPANE SERVICE AT THE CAMPGROUND OR WITHIN 2 KM** : The campground must offer one of the following two services:
 - 1 - Propane service on site or no farther than 2 kilometres away. The service must be advertised at the reception office or on a paper notice given to campers when they arrive.
 - 2 - Propane tank exchange service. The service must be advertised at the reception office or on a paper notice given to campers when they arrive.

OTHER SERVICES

-  **ACCESS TO A TELEPHONE** : Telephone accessible and available to campers at all times (24 hours).
-  **PAY PHONE** : Pay telephone, in the campground and available at all times.
-  **INTERNET ACCESS**: A telephone connection available to campers so that they can go on-line with their own computers.
-  **ONE COMPUTER CONNECTED TO THE INTERNET** : At least one computer connected to the Internet available to campers. The computer must be conveniently located, e.g. in the recreation room, restaurant, reception office or elsewhere.



WIFI : Service offer on the campground available to campers so that they can access to Internet with their own computers. The service must be advertised *.

* **SIGNAGE**: Signs and notice boards must be made of rigid, strong materials (wood, plastic, coroplast, etc.) and placed so that all campers can see them.