



APAT

**Italian National Agency for the Protection of the Environment and for
Technical Services**

CAMP SITE SERVICE EU ECO-LABEL AWARD SCHEME



SECOND ACTIVITY REPORT

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1 Preliminary remarks and aim of the Report

1.1 Conclusion from the First AHWG

At the end of the AHWG meeting the following results were obtained as a result of the discussion. The campsite service was confirmed to be tackled as a sub group of the tourist accommodation service, whereby the common elements would be kept and adapted to the specificities of camp sites, non appropriate elements would be eliminated and additional specific elements would be added. A Product Group definition was agreed upon and completed at the subsequent EUEB meeting in December 2003, and the features of the criteria were highlighted.

The product group definition presented to the AHWG was the result of analyses focused at pinpointing the essence of the camp site service, taking into consideration both the services common to any tourist accommodation, and those pertaining exclusively to the essence of camp sites.

The importance and need to develop a system fully consistent with the existing ecolabel for tourist accommodation was announced by the EUEB representative, in order to avoid any possibility of having two different systems which would confuse applicants. As part of the consistency of method, the criteria to be developed and adapted for the camp site service shall have the requirements of flexibility, easy applicability and environmental efficiency.

A first proposition of types of criteria and of the structure of the criteria document was presented and discussed by the participants, in the form of a short working list of issues.

As follows are summarised the main results of the first phase of the project, pertaining to the product group definition and the structure of the criteria and of the ecolabel document.

1.1.1 Product Group definition

The analysis conducted on official national regulations of camp sites and on the principal classification schemes and on the analysis conducted on the camp site market in Europe, have oriented the content of the Product Group definition and description as follows.

According the results of the First AHWG, the product group camp site service:

shall comprise the provision, for a fee or behind membership, within a defined area composed of pitches equipped for the overnight stay, of mobile means of lodging structures such as tents, caravans, mobile homes, and/or other lodging structures at disposal of guests, such as bungalows or similar, and collective areas for common service such as washing facilities, information, cooking facilities, food shops, and other facilities necessary for the provision of shelter, offered as main service to tourists,



travellers and lodgers. The service offered within this area may include the provision of food services, leisure activities and/or green areas.

Thus, the above definition of product group for camp site service points out the following dimensions in which two concepts of lodging service can be identified: one specific for camp sites, and one common to all structures providing the lodging service.

The elements specific for camp sites can so far be identified in:

- the provision of pitches;
- the provision of collective areas for common service specifically linked to own mobile means of lodging structures, tents, caravans, etc.

The elements true of any lodging service are:

- being the main service of the accommodation;
- being provided behind a fee;
- being addressed to tourists.

1.1.2 Product Group description

The most relevant incremental services related to the provision of collective areas will be taken into account even if the provision of pitch is relevant. It is important to point out that the exclusion of food services (restaurant services) and recreational services as the discriminating part of the tourist accommodation product group definition is due to the fact that these services are not the main purpose of the product group. Furthermore in consideration of the fact that they can be provided outside the tourist accommodation also from other specific tourist facilities (restaurants, sport center, etc.), camp site being a sub-product of tourist accommodation, their food and beverage facilities have not been discriminantly required, although it is important to evaluate the relevance of food facilities since the existence of a small food shop is one of the minimum mandatory requirements, as seen in the legislation analysis.

Thus the most relevant services are:

- common service
- stay with the purpose of sleeping and the exclusive use of terrain marked and prepared for the visitor's necessities (power, waste water discharge, garbage collection)
- activities related to reception and information
- cleaning of all facilities and common spaces.

A further division into sectors of the different service areas has been attempted, resulting from a preliminary screening of :

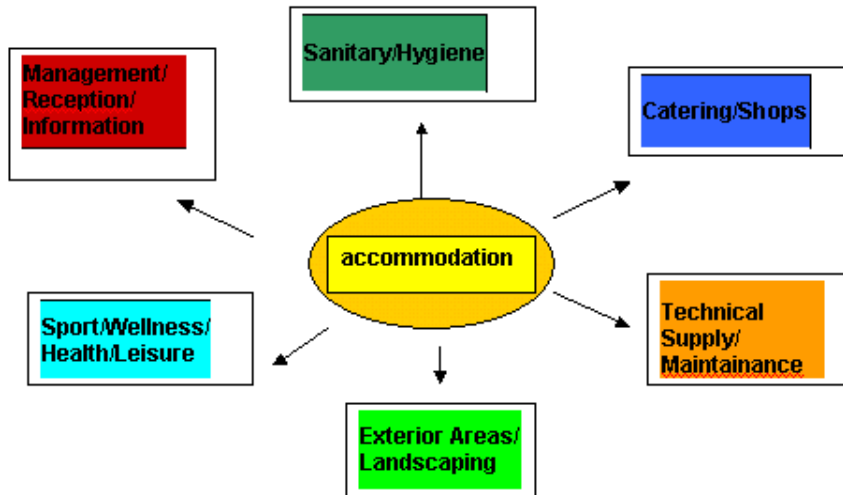
- the services required by legislation and/or classification schemes of the different countries;



- the services offered as presented in catalogues and publications of the European camp site associations/organisations

resulting in the definition of 7 service areas (see picture below):

Graph 1.1 - Camp Site service areas



Source: Elaboration ACTA

The environmental impacts of the camp site service were referred to these service areas and the more specific elements of the camp site service were defined on this basis, consistently with the environmental analysis and product group definition of tourist accommodation service.

1.1.3 A short “working-list” of issues

During the First AHWG meeting a first discussion was carried out around a list of criteria.

The ongoing data collection and the experience derived from other camp site related projects (in particular ECOCAMPING) has lead to the composition of a short “working-list” of issues to consider for the formulation of mandatory criteria, which figures below, following the structure of the tourist accommodation service label, as a basis for further discussion, elaboration and completion. This list has been discussed during the 1st AHWG in Rome and the first results of the discussion have been applied to it.

Energy

Mandatory criteria as from Commission Decision for Tourist Accommodation Service,
 Timing devices /infrared barriers for outside lighting.
 Swimming pool heating with RES.

Water (use and waste)

Except paragraph on towel change, mandatory criteria as from Commission Decision for Tourist Accommodation Service



Information on water hardness (better dosage of detergents) for clients
Regulation for swimming pools (cover at night, low/appropriate use of chemicals)

Chemicals (Detergents and disinfectants)

Mandatory criteria as from Commission Decision for Tourist Accommodation Service
Avoidance of: salt for icy roads (this has to be discussed regarding to safety issues),
Special sinks for chemical toilets.

Waste

Mandatory criteria as from Commission Decision for Tourist Accommodation Service
Separate waste collection containers in all areas, not more “general “ waste bins than separate ones
Own composting if no collection of organic waste available, emphasis on organic waste generated through landscaping/green area maintenance.
Possibility for guests to dispose of used fat/oil correctly.

Other Services/General Management

Mandatory criteria as from Commission Decision for Tourist Accommodation Service
Limitation of car circulation inside the site (hours, areas)
Regulation of camp site generated traffic
Local/organic products for use (catering) and sale (shops)
Animation with elements on sustainability

2 Aim of this Report and methodology

The final aim of this Report is to propose a First draft proposal criteria for camp site service, to be discussed during the 2nd AHWG in Bruxelles.

The criteria proposal, which is the outcome of the process of identifying and selecting the key environmental aspects as well as setting the eco-label criteria, will include the following steps (according to the methodological requirements specified in Annex II of the Regulation 1980/2000):

1. *feasibility and market study*
2. *life cycle considerations*
3. *improvement analysis*
4. *proposal of the criteria*

Considering the conditions of development of these criteria, whereby the camp site service is being tackled as a sub-group of the tourist accommodation service (*see chapter 3 - First Activity Report*), the step *adaptation of criteria* has to be added to the others mentioned above. According to article 3 of the Regulation 1980/2000, a sub group needs to be developed “when this is required by the characteristics of the products and with a view to ensuring the optimal potential of the eco-label for effecting environmental improvements.” In this case, the existing eco-label criteria for tourist accommodation shall be adapted to the peculiarities of the camp site service. It is



important to point out, however, that “adaptation” is not a synonym for lack of specificity, but rather the article has to be interpreted as a specific enquiry on the environmental impacts and consequent identification of the most efficient measures to obtain significant improvements.

From a methodological point of view, these results shall be the same as the existing criteria for tourist accommodation.

In order to achieve environmental improvements, the criteria for the EU Eco-label will need to

- be effective from an environmental point of view
- be applicable in all countries in Europe
- not limit consumer comfort (fit for use)
- not discriminate any applicant
- lead to measurable and comparable results,
- allow a low cost verification of the compliance with the scheme,
- allow a good combination between on-site verification and self-assessment.

A criteria ponderation system as regards above conditions shall be defined, according to significance of each condition to camp site service. **The ponderation system will be completed for the 2nd Draft Criteria**; at this stage of the activity *just a part of the conditions has been analysed*.

Then, **at this stage of activity**, the methodological approach for the development of the first criteria proposal will be based on the following elements:

- ✓ the existing criteria of the tourism accommodation service label (*consistency* of the structure criteria of the PG camp site service with that of the PG tourist accommodation service)
- ✓ the environmental impacts of the service identified (*environmental effectiveness* of the criteria)
- ✓ the consumption data in camp sites
- ✓ the framework of the national Eco-labels for camp sites (*applicability* of the criteria)

This Report, in accordance with the methodological requirements specified in Annex II of the Regulation 1980/2000 is structured as follows:

1. **A brief introduction of the general principles of EU Eco-label criteria** (*see chapter 2*): conception frame.
2. **Elaboration of the short working-list of issues** discussed during the First AHWG (*see chapter 3*). Regulation 1980/2000 (preliminary remarks) recognises the importance to consider during the criteria development scientific and technical progress and the experience gained in this area, to ensure consistency with relevant internationally recognised standards which are evolving. But primarily, the services part of the product group have to be identified and put in comparison with the tourist accommodation criteria. Therefore, the steps are as follows:



- a. identification of the elements which are part of product group camp site service and the elements not covered in the product group tourist accommodation service (see 3.1);
 - b. analysis and update of the environmental policies in the EU (energy/water/waste/chemical substances): **in progress**
3. **Life cycle considerations and improvement analysis** (see chapter 4). EU Regulation 1980/2000 requires that the product group be considered in its life cycle phases and those phases with the main environmental impacts be identified and acted upon in order to reduce the most negative environmental impacts and produce the highest environmental improvements. Due to the lack of exhaustive direct data on the environmental impacts of camp sites, the analysis has taken into consideration an inductive approach to identify significant environmental impacts in the three phases of the life cycle:
- a. analysis of national Eco-labels for camp sites (see 4.1);
 - b. environmental impact analysis, based on the experiences of other European Eco-Labels and the environmental audits carried out by ECOCAMPING in 37 European camp sites (see 4.2);
 - c. consumption data, to list and analyse the little existing data regarding consumption and waste production in camp sites in Europe, through contribution of 3 research projects (see 4.3).
4. **First proposal criteria** (see chapter 5). The steps to propose the First Draft Criteria are the following:
- a. identify the structure of criteria, in consistency with the procedures and methodology of the tourist accommodation, adapting some criteria for camp sites according to specific features, through a clear and transparent adaptation process (see 5.1);
 - b. further steps for the development criteria .

2 The EU eco-label criteria: general principles

Introduction

In this chapter the characteristics of the criteria for the EU Eco-label will be briefly presented. It has to be considered, that the structure will be approximately the same as for tourist accommodation, while certain criteria have to be adapted to specific features of camp site service (*see chapter 5*).

2.1 Factors influencing criteria development

In developing criteria for the European Eco-label the following points need to be kept in mind:

1. the aims of the criteria and the requirements which they have to fulfil,
2. the environmental improvements to be achieved by these criteria,
3. the specific requirements for criteria which can be proposed at a European level,
4. the types of criteria which are required to achieve specific environmental improvements.

The development of criteria for camp site service requires a reliable overview of the environmental impacts on a European level of the product group, considering the life cycle of the elements constitution the product group.

Compared to industrial products, services are highly dependent on regional, cultural or other influences and conditions. The services offered in an accommodation enterprise are not “delivered to the consumer”, the consumer is consuming the service directly on the place of “production”. For this reason the factors influencing the place of production and use of the service also influence the accreditation scheme of the Eco-label.

In this chapter the conceptual framework of the EU Eco-label criteria will be described.

2.1.1 Aims of the EU criteria

In order to reduce the negative environmental impacts criteria aim at:

- reducing the quantity of energy used
- reducing the quantity water used
- reducing the quantity of chemicals used
- reducing the quantity of waste produced

and also aim at:

- improving the quality of the energy used
- improving the quality of the water used



- improving the quality of the chemical substances used
- improving the quality of the waste produced

In particular, improving the quality of the energy used means to promote the use of renewable resources of energy, improving the quality of water means to promote the use of less treated water when possible, because treatment implies the use of chemicals having negative impacts on the environment, improving the quality of chemicals means to avoid the use of some substances which are particularly hazardous, and improving the quality of waste means to separate waste as much as possible.

Environmental objectives and phases of the life cycle

These aims influence the life cycle phases of the camp site service in the following way:

Purchase phase

To the purchase phase is linked the quality of energy, water, chemical substances used. It is also linked to the presence of eco-labelled products in the accommodation.

Use phase

To the use phase is linked the quantity of energy, water, chemicals and products used. To this phase is also linked the quantity of waste produced.

Waste management phase

The waste management phase concerns the separation and disposal of waste.

2.1.2 *Environmental improvements to be achieved by the criteria*

The Regulation 1980/2000 reports 11 environmental issues which should be tackled by the criteria as objectives for the reduction of negative environmental impacts of the EU Eco-label product group. In terms of criteria development, these issues become environmental objectives.

These objectives can be identified as “direct” or “indirect”, according to whether they are a direct or indirect consequence of compliance to criteria.

Table 2.1 lists the direct and indirect environmental objectives from the 11 environmental issues listed in Annex I of the Regulation 1980/2000.

Table 2.1 The environmental issues listed in Annex I of the Regulation 1980/2000 seen as direct and indirect environmental objectives for the EU criteria

Direct Environmental Objective	Indirect Environmental Objective
Energy saving Quality of air Quality of water Prevention of global heating Waste reduction Management of resources Biodiversity Noise	Ozone layer protection Environmental safety Soil protection

Quality and quantity: two aspects of the environmental objective

The negative environmental impacts are linked to two main aspects of these objectives: the quality and the quantity used or produced. "Quality" here means source, origin, kind. This means that the negative environmental impacts of camp site depend on the use of energy, in particular on the kind of energy, and how much energy is used. The same can be said for water and chemicals and for the production of waste.

To these main four issues are linked all other voices listed by the Annex I of the Regulation, in particular,

the quality and quantity of consumption of energy are linked to the :

- quality of air
- energy saving
- management of natural resources (renewable and non renewable sources of energy)
- prevention of global heating
- protection of the ozone layer
- environmental safety
- biodiversity

the quality and quantity of consumption of water are linked to the :

- quality of water
- soil protection
- energy saving (for hot water)
- management of natural resources (water is a natural resource)

the quality and quantity of consumption of chemicals are linked to the:

- quality of air
- quality of water
- soil protection
- protection of the ozone layer
- environmental safety
- biodiversity



the quality and quantity of production of waste are linked to the:

- quality of air
- soil protection
- environmental safety
- biodiversity

There are other general environmental objectives in addition to the four main listed above which include:

- raising the awareness and promoting the environmentally friendly behaviour of staff and guests.
- collecting data in order to create a data base on effective consumption, inexistent up to today, for future criteria development.
- promoting synergies with the EMAS regulation for continuous improvement in the environmental quality of the service provided.

2.1.3 Specific requirements for criteria which can be proposed at a European level

In order to achieve environmental improvements, the criteria for the EU Eco-label will need to satisfy a few conditions which can be identified as follows: they must:

- be effective from an environmental point of view
- be applicable in all countries in Europe
- not limit consumer comfort (fit for use)
- not discriminate any applicant.

Moreover, since the assessment of compliance and verification of the results is necessary to the EU Eco-label scheme, the criteria shall

- lead to measurable and comparable results,
- allow a low cost verification of the compliance with the scheme,
- allow a good combination between on-site verification and self-assessment.

2.2 Criteria Structure

2.2.1 Types of criteria

The criteria shall achieve the highest possible environmental improvement of the camp site service constituted by its elements (goods and services) in all the phases of their life cycle.

In order to achieve these specific objectives the criteria shall directly be addressed to the influencing factors for environmental impacts.

Looking at the fields of action of the potential criteria for the Eco-label, the technical performances of the goods, the behaviour of lead, staff and guests, they can be grouped into three types:

- **Management criteria.** Management criteria refer to the general conditions for the measure and limit criteria to be performed. They can be thought of as “enabling criteria”, setting the policy and the intent of the environmental regulation. Management criteria have the role of identifying the environmental strategy of the camp site and coordinating the other two types of criteria. Their goal is to establish a method and to integrate all other criteria into a logical and organic maze and to set a data collection/ monitoring system which allows the camp site to control its environmental performance.
- **Measure criteria.** Measure criteria indicate actions which need to be performed in order to achieve the desired environmental effect. They may be similar to limit criteria but do not fix a limit. When it is impossible to identify the limits of the end result, for the reasons stated above related to lack of data, the measure criteria indicate the steps which can lead to achieve the same goal. Measure criteria have the role of insuring that the strategy set by the management criteria is carried out.
- **Limit criteria.** The limit criteria fix potential limit consumption of energy or water or limit the presence of some chemical compound which has main environmental impacts. Limit criteria have the role of setting a quantitative border to respect, and to set standards which allow the definition of a “better than” situation between the EU labelled and the non labelled accommodation.

These different types of criteria will be necessary to influence their relative factors responsible for environmental impacts. The criteria may be general or specific in nature, depending on whether they are applied to the whole accommodation service or to a specific service.

2.2.2 *Level of requirement of the criteria*

The criteria shall hold “if applicable” this means that all criteria are intended to require compliance only if applicable to the specific situation of the tourist accommodation. In this sense, for example, if the camp site does not rent camper or roulotte, the criteria on the camper or roulotte is not applicable, therefore compliance to that criteria is not required.

As it has been said in the previous paragraphs, the criteria can be **mandatory** or **optional**.

The mandatory criteria must be fulfilled, if applicable. Mandatory criteria intend to guarantee the reduction of the main environmental impacts of the tourist accommodation service.

The optional criteria intend to give flexibility to the EU eco-label, by letting, for example, the camp site make the first changes and possibly the first investments according to the highest necessity or the best occasion. Some criteria were not made mandatory because of the exceptions and conditions for application..

2.2.3 *Principle of conservation and maintenance*



According to the life cycle approach the negative environmental impacts deriving from the substitution of old components (fittings, furniture, electrical devices) with new ones is higher than the benefits coming from the level of efficiency of new components. Therefore maintaining existent components normally shall be preferred to substitution, provided that the components are in good working conditions. The good working conditions shall be guaranteed by control and maintenance.

When substitution is needed, it shall comply with high environmental standards, as required by the criteria and set out in the environmental policy and action plan.

2.2.4 The score system

Only the optional criteria are scored and the score depends on the environmental importance of the issue covered by the criteria. There are different levels of points awarded for different performances.

2.2.5 Micro and Small Enterprises

In the phase of the finer definition of criteria and of the scoring system, another element which could be tackled is whether or not to consider micro and small enterprises in any special manner in the application of criteria, for example a different level of requirement for specific criteria or different levels of documentation required for verification.

The Recommendation of the Commission of 3 April 1996 addressed to Member states and the European Investment Bank (EIB) (OJ L 107 of 30.4.1996, p.4) defines very small, small and medium sized enterprises (SME's) according to specific criteria. This definition applies to all Community and national programmes in favour of this sector. The following table illustrates this definition for the very small - also frequently called "micro" - and the small enterprises.

Definition of micro and small enterprises:

Definition of micro and small enterprises			
Criteria	Micro	Small	
Number of employees	< 10	< 50	
Annual turnover or global balance	---	< 7 million euros < 5 million euros	
Independence	---	Not exceeding 25% of the capital or voting rights withheld by one or more companies which are not themselves SMEs	

2.2.6 *Synergies with EMAS and other Eco-labelled products*

Management criteria shall be compatible with the EMAS regulation in order to facilitate those applicants who already have the EMAS certificate.

Measure and limit criteria shall include the purchase/use eco-labelled products and thus support the efforts of the international and national Eco-labels for goods (EU Flower, Nordic Eco-labelling, Blauer Engel , etc.).

3 Consistency with the tourist accommodation Eco-label and adaptation of “working-list” of issues

Introduction

The short “working-list” of issues discussed during the First AHWG has been integrated, updated, supported and verified with relevant information.

The “working-list” follows the criteria of the tourist accommodation, guaranteeing consistency between the existing (tourist accommodation) and future sets of criteria (for the camp site service). The following steps are in course and need to be completed:

- a precise identification of the services which are integral part of the product group camp-site service, in order to pin-point the differences and similarities between the system boundaries of the two product groups. The identification of the system boundaries is directed towards an environmental effectiveness analysis,
- an up-date of the European orientation and indication policies after the Commission Decision on the EU Eco-label for tourist accommodation. This step is in compliance with EU Regulation 1980/2000 which recognises the importance to consider in the development criteria scientific and technical progress and of the experience gained in this area, to ensure consistency with relevant internationally recognised standards which are evolving. The analysis is in progress and its results will be part of the Second Draft of the criteria.

3.1 Analysis of the services offered in European Camp sites

Main Results

The final objective of the services analysis is to understand which are the main services promoted in European camp sites and to evaluate which are the main environmental impacts to take into consideration.

The results of the analysis of services and the analysis of the eco-label are the main elements to be discussed in order to define the type and the content of the further criteria for the definition of the eco-label for camp site services.

The main results of the analysis are:

- the services promoted are other than those regulated by the classification schemes in the legislation: the most promoted services are those not directly linked to the overnight stay of the tourist

- the emphasis will be put on diversity, and this diversity is represented not so much by the overnight stay of the tourist by means the provision of the pitches, which is the essence of camp site, but rather by different kinds of services
- the 6 service areas are divided in the sample considered here as follows:

Service Areas	frequency	%	
Sport/Wellness/ Health/Leisure	1906	29,14	} <i>common services</i>
Sanitary/Hygiene/ Environment	1180	18,04	
Catering/Shops	1086	16,60	} <i>overnight stays services</i>
Management/ Reception/Information	850	12,99	
Accommodation /Facilities	845	12,92	
Technical Supply/ Maintenance	581	8,88	

- the overnight stay as main purpose of the camp site, in accordance with the legislation analysis, is a necessary but not sufficient condition for the camp site market;
- the 10 most promoted services in the first three areas are:
 - ✓ playground nearby
 - ✓ club house with bar
 - ✓ food shop on site
 - ✓ restaurant
 - ✓ swimming pool
 - ✓ laundry
 - ✓ organized/evening entertainment
 - ✓ shower
 - ✓ tennis
 - ✓ angling
- the star is the discriminating element for the variety and the quality of services in sport/leisure/wellness
- the promotion of specific services in some countries and not others is the consequence of different legislation: the lack of official regulations for camp sites in most northern and central countries is the reason why some services are promoted here, while in the Mediterranean countries, such as France and Italy, where camp sites are subject to a definite legislation, the same services have no reason to be promoted as they are the minimum legal requirements for the setting up of camp sites;
- in Northern and Mediterranean countries sport/leisure and catering/shop services represent more than half of the overall services. In camp sites located in central countries sanitary/environment/hygiene services represent almost 1/3 of total services;
- Northern countries and, to a lesser extent, Central countries show a bias towards homogenizing services. On the contrary in the Mediterranean countries the bias is for a strong differentiation of services;

- in the markets featuring a strong demand, the service differentiation level is very high.

Methodology

The analysis takes into consideration a sample of camp sites extracted from European official guides.

Camp sites sampling for survey of services

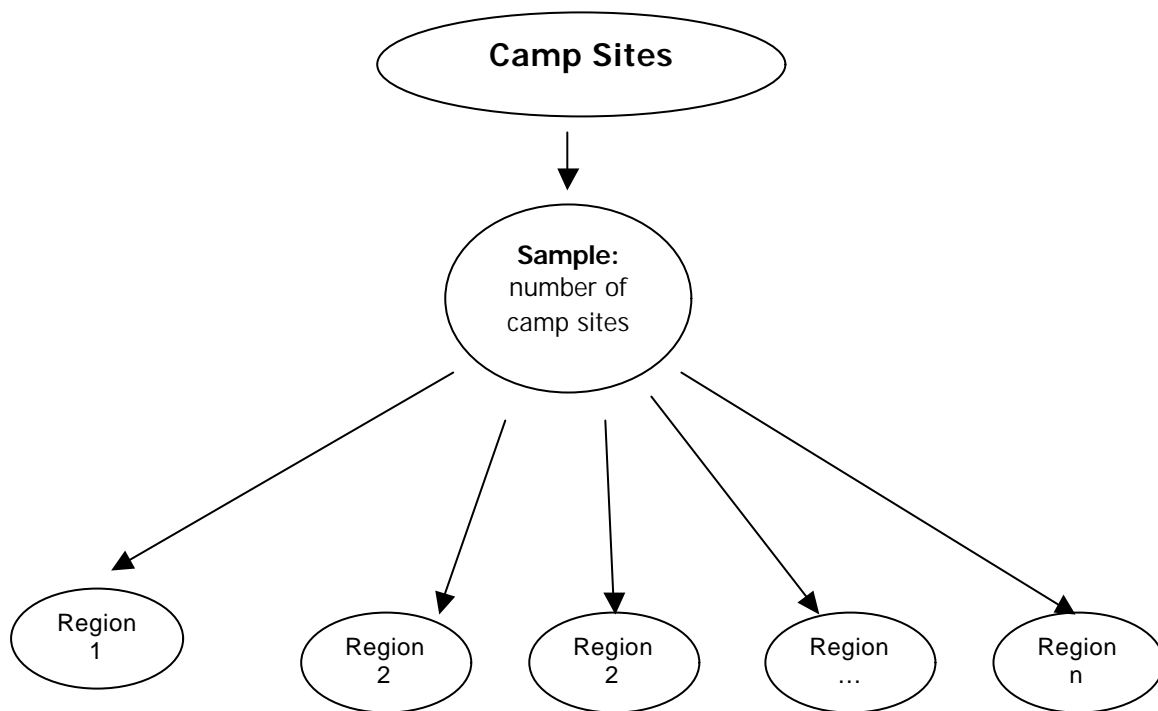
The sampling of camp sites extracted from official guides, aimed at survey of services, starts off from the following considerations:

- all countries must be represented in the sample;
- the main differences in services are determined by the national legislation;
- in accordance with the rationale of spatial logic, as followed also in the demand and offer analysis, the camping sites taken into account must be distributed in the different regions of the states in proportion to the number of camp sites existing in the regions. This criterion is deemed important also in consideration of the fact that a more specific territorial distribution allows taking into account accommodation structures located in different geographical contexts and in areas featuring different attractive characteristics such as metropolitan areas, alpine areas and the Mediterranean areas.
- Eurostat statistics do not offer data about the distribution based on stars of camp sites number;
- the prevalent classification form is based on four stars system.

Type of sampling

In accordance with previous considerations it was decided that the sampling should follow the following criteria:

- Distribution proportional to the number of existing regional structures;
- Each nation must have at least one region;
- In each region at least four structures must be taken into account (one for each classification level)



STRATIFICATION OF THE SAMPLE IN THE REGIONS							
Data outlined are for the years before 2000							
<i>Nation</i>	Macro region	Micro region	Beds 2000	Structures 2000	Quota of the region on total European structures	Quota of the regions on total beds in Europe	Structure included in the sample
France	Centre-Est	<i>Rhône-Alpes</i>	218.142	872	4,89%	3,30%	12
France	Méditerranée	<i>Languedoc-Roussillon</i>	357.903	780	4,37%	5,42%	12
France	Ouest	<i>Bretagne</i>	260.283	772	4,33%	3,94%	12
France	Méditerranée	<i>Provence-Alpes-Côte d'Azur</i>	277.269	714	4,00%	4,20%	12
France	Sud-Ouest	<i>Aquitaine</i>	309.717	687	3,85%	4,69%	8
France	Ouest	<i>Pays de la Loire</i>	247.704	637	3,57%	3,75%	8
France	Sud-Ouest	<i>Midi-Pyrénées</i>	125.109	600	3,36%	1,90%	8
France	Ouest	<i>Poitou-Charentes</i>	169.017	445	2,50%	2,56%	8
Netherlands	Oost-Nederland	<i>Gelderland</i>	114.893	437	2,45%	1,74%	8
Italy	Isle	<i>Sardegna</i>	235.041	430	2,41%	3,56%	8
Spain	Este	<i>Cataluña</i>	321.667	347	1,95%	4,87%	8
France	Centre-Est	<i>Auvergne</i>	71.319	341	1,91%	1,08%	8
France	Bassin parisien	<i>Centre</i>	68.733	300	1,68%	1,04%	8
Netherlands	Oost-Nederland	<i>Overijssel</i>	77.259	281	1,58%	1,17%	8
Deutschland	Schleswig-Holstein	<i>Schleswig-Holstein</i>	71.400	276	1,55%	1,08%	8
Netherlands	Zuid-Nederland	<i>Noord-Brabant</i>	82.771	267	1,50%	1,25%	4
France	Nord - Pas-de-Calais	<i>Nord - Pas-de-Calais</i>	82.371	256	1,44%	1,25%	4
France	Bassin parisien	<i>Basse-Normandie</i>	88.887	245	1,37%	1,35%	4
Italy	Centro (I)	<i>Toscana</i>	163.600	225	1,26%	2,48%	4
Italy	Sud	<i>Puglia</i>	107.730	217	1,22%	1,63%	4
United Kingdom	South West	<i>Cornwall and Isles of Scilly</i>	113.808	203	1,14%	1,72%	4
Norway		<i>Vestlandet</i>	55.836	202	1,13%	0,85%	4
Italy	Nord	<i>Lombardia</i>	72.565	201	1,13%	1,10%	4
France	Bassin parisien	<i>Bourgogne</i>	42.831	199	1,12%	0,65%	4
Italy	Sud	<i>Calabria</i>	118.001	197	1,10%	1,79%	4
Norway		<i>Sør-Østlandet</i>	91.996	193	1,08%	1,39%	4
United Kingdom	Yorkshire and The Humber	<i>North Yorkshire</i>	85.868	193	1,08%	1,30%	4
France	Sud-Ouest	<i>Limousin</i>	38.106	189	1,06%	0,58%	4
Netherlands	West-Nederland	<i>Zeeland</i>	76.785	182	1,02%	1,16%	4
Italy	Nord Est	<i>Veneto</i>	200.299	182	1,02%	3,03%	4
Norway		<i>Hedmark og Oppland</i>	65.884	180	1,01%	1,00%	4
Netherlands	Noord-Nederland	<i>Drenthe</i>	67.370	177	0,99%	1,02%	4
Sweden		<i>Västsverige</i>		176	0,99%	0,00%	4
Netherlands	West-Nederland	<i>Noord-Holland</i>	76.227	173	0,97%	1,15%	4
Italy	Campania	<i>Campania</i>	66.830	172	0,96%	1,01%	4
Netherlands	Zuid-Nederland	<i>Limburg (NL)</i>	73.936	171	0,96%	1,12%	4
United Kingdom	South West	<i>Dorset and Somerset</i>	122.444	166	0,93%	1,85%	4
Netherlands	Noord-Nederland	<i>Friesland</i>	55.336	166	0,93%	0,84%	4
United Kingdom	Scotland	<i>Highlands and Islands</i>	21.896	164	0,92%	0,33%	4

Deutschland	Brandenburg	Brandenburg	44.300	164	0,92%	0,67%	4
Italy	Nord Ovest	Liguria	62.800	167	0,90%	0,95%	4
France	Méditerranée	Corse	64.176	159	0,89%	0,97%	4
Deutschland	Mecklenburg-Vorpommern		95.264	159	0,89%	1,44%	4
United Kingdom	Eastern	East Anglia	102.536	158	0,89%	1,55%	4
United Kingdom	Scotland	South Western Scotland	19.880	158	0,89%	0,30%	4
United Kingdom	South West	Devon	101.932	155	0,87%	1,54%	4
Spain	Sur	Andalucia	90.824	154	0,86%	1,38%	4
Italy	Nord Ovest	Piemonte	46.746	153	0,86%	0,71%	4
Norway		Nord-Norge	45.628	152	0,85%	0,69%	4
Sweden		Norra Mellansverige		151	0,85%	0,00%	4
United Kingdom	North West (including Merseyside)	Cumbria	67.680	148	0,83%	1,03%	4
France	Est	Lorraine	48.564	148	0,83%	0,74%	4
United Kingdom	Scotland	Eastern Scotland	27.264	147	0,82%	0,41%	4
Sweden		Småland med öarna		146	0,82%	0,00%	4
France	Est	Franche-Comté	42.555	144	0,81%	0,64%	4
France	Bassin parisien	Picardie	45.462	136	0,76%	0,69%	4
Spain	Este	Comunidad Valenciana	73.604	136	0,76%	1,11%	4
Deutschland	Rheinland-Pfalz	Koblenz		134	0,75%	0,00%	4
Netherlands	West-Nederland	Zuid-Holland	40.850	131	0,73%	0,62%	4
Sweden		Övre Norrland		130	0,73%	0,00%	4
Austria	Südösterreich	Kärnten	56.312	124	0,70%	0,85%	4
Sweden		Östra Mellansverige		120	0,67%	0,00%	4
Belgium	Région Wallonne	Luxembourg (B)	54.743	117	0,66%	0,83%	4
Sweden		Mellersta Norrland		117	0,66%	0,00%	4
Italy	Centro (I)	Marche	54.048	116	0,65%	0,82%	4
Italy	Sicilia	Sicilia	40.763	114	0,64%	0,62%	4
Italy	Lazio	Lazio	70.703	110	0,62%	1,07%	4
France	Est	Alsace	35.481	108	0,61%	0,54%	4
Spain	Centro (E)	Castilla y León	41.052	108	0,61%	0,62%	4
United Kingdom	South West	Gloucestershire, Wiltshire and North Somerset	30.040	105	0,59%	0,46%	4
United Kingdom	Northern Ireland	Northern Ireland	16.544	105	0,59%	0,25%	4
Italy	Nord Est	Trentino-Alto Adige	38.467	105	0,59%	0,58%	4
Spain	Noroeste	Galicia	35.416	104	0,58%	0,54%	4
France	Bassin parisien	Champagne-Ardenne	23.919	103	0,58%	0,36%	4
Finland	Manner-Suomi	Pohjois-Suomi	5.378	90	0,50%	0,08%	4
Ireland	Southern and Eastern	Southern and Eastern	22.688	89	0,50%	0,34%	4
Switzerland		-Valais		85	0,48%	0,00%	4
Greece	Voreia Ellada	Dytiki Makedonia		77	0,43%	0,00%	4
Portugal	Portugal (Continent)	Centro ()	66.200	58	0,33%	1,00%	4
Luxembourg		-Ardennes	22.714	51	0,29%	0,34%	4
Portugal	Portugal (Continent)	Lisboa e Vale do Tejo	70.470	47	0,26%	1,07%	4
Iceland		-Sudurland		41	0,23%	0,00%	4
Total			6.601.836	17.833	100%	100%	404

Source: Elaborazione ACTA

In Table 3.1 the number of camp sites per nation so far analysed is reported.

In Table 3.2 the same camp sites divided by stars are reported

Table 3.1 - Number of camp sites per nation

NATION	Frequency	Percent
France	136	33,7
Italy	56	13,9
Netherlands	44	10,9
United Kingdom	44	10,9
Spain	24	5,9
Sweden	24	5,9
Deutschland	20	5,0
Norway	16	4,0
Portugal	8	2,0
Austria	4	1,0
Belgium	4	1,0
Finland	4	1,0
Greece	4	1,0
Iceland	4	1,0
Ireland	4	1,0
Luxembourg	4	1,0
Switzerland	4	1,0
Total	404	100,0

Source: Elaborazione ACTA

Table 3.2 - Distribution of camp sites per range of star

Range Of Star	Frequency	Percent
1-2 stars	149	36,9
3 stars	100	24,8
4-5 stars	133	32,9
Total	382	94,6
No classified	22	5,4
Total	404	100,0

Source: Elaborazione ACTA

Structure of the analysis

The services promoted in camp site guides are classified and studied according to the following service areas linked to the product group definition:

- ✓ *Management/*
 - ✓ *Reception/Information*
 - ✓ *Accommodation/Facilities*
 - ✓ *Technical Supply/ Maintenance*
- } **PROVISION OF PITCHES**
-
- ✓ *Sport/Wellness/Health/Leisure*
 - ✓ *Catering/Shops*
 - ✓ *Sanitary/Hygiene/ Environment*
- } **PROVISION OF COLLECTIVE AREAS**

Every service area is composed of basic services, as illustrated in the following table.

Table 3.3 - Basic services included in 6 service areas

Management/ Reception/Information	Accommodation /Facilities	Sport/Wellness/ Health/Leisure
dogs accepted mail service bus credit card custody of valuable first aid point telephone booking possible post office telefax messages child discounts open all year booking required Railway station nearer than 20 km Bus stop nearer than 200 m	over night holding area section for light campers camping huts for hire caravan for hire facilities for disabled campers mobile home accepted caravan accepted tents accepted bungalows accepted apartments accepted compulsory parking car cots available children welcome nursing rooms for babies family rooms	swimming pool pony trekking nearby playground area for ball game facilities for adult recreation private shooting range solarium spa/bath Jacuzzi gym
Car ferry nearer than 40 km may be booked through a travel agent Environmental management	Sanitary/Hygiene/ Environment	padding pool bathing beach or lake sauna Surfboard hire
Catering/Shops	wash basin- hot/cold water shower-hot/cold water chemical toilet disposal point electric point for hairdryers slop sink tumbler/drying room washing up- hot/cold water laundry-hot/cold water electric shave points lighting on toilet blocks launderette washing and ironing facilities	windsurfing tennis racquet sports cycle hire organized entertainment evening entertainment Exercise track mini golf Golf Angling Slipway Boat hire Canoe hire
restaurant club house with bar kiosk fish cleaning facilities hot food available Licensed to sell wine and alcoholic	Technical Maintenance	diving facilities sailing facilities water slide
	Supply	
	calor gas/camping gas gas/electric fire colour television radio line provided fire cable TV/ satellite TV TV for campers facilities for empty motor caravan tanks electric point for tents electric point for caravans outlet mobile homes car wash area motor home service point	

Source: Elaborazione ACTA



The analysis main objective is individuating the meaningfulness of the services, based on the frequency of their promotion within the sample.

To this aim the analysis is divided in:

✓ **analysis of the services promoted per:**

- service area, in order to understand which are the most widely promoted areas, with the largest number of services;
- basic services, in order to individuate the main services within each area.

The meaningfulness of a service is a concept linked besides to its frequency also to its geographical location, which affects the tourism demand.

Therefore the analysis takes into consideration a geographical distribution of the services per:

- Macro region: Nordic, centre and Mediterranean countries;
- individual European countries .

✓ **individuation of the gap between legislation and market to know:**

- if the existence/absence of the regulation conditions the promotion of certain services;
- who is the recipient of the product group according the market and how it is different from that of the official regulation.

Eventually, a short reflection on:

- ✓ **average price per emplacement;**
- ✓ **inside structure of the camp site.**

3.1.1 *Promoted overnight stay services and promoted common services*

The first result researched was the percent representation of the services linked to the overnight stay of the tourist and services linked to collective areas.

It can be seen that services linked to the overnight stay account for 30% of the marketed services. This means that the services promoted are other than those regulated by the classification scheme in the legislation, in which the main services are linked to the overnight stay of the tourist.

This phenomenon can be interpreted in the light that the camp site offer is moving toward a greater heterogeneity of both camp site structures and the offered services.

It is well evident that in promotional activities the emphasis will be put on diversity, and this diversity is represented not so much by the overnight stay of the tourist by means the provision of the pitches, which is the essence of camp site, but rather by different kinds of services. Legislation, on the other hand, is slower in tackling changes and mainly refers to the elements which constitute lodging, telling us that they are always present (and telling us which in particular are present!), even if not promoted.



Graph 3.1 reports, respectively, the services included in the overnight stay and those not included. Each is reported in percentage according to their presence in the camp sites studied.

In the table 3.4 are reported the percentage of the promoted service in total of camp site and on total of services.

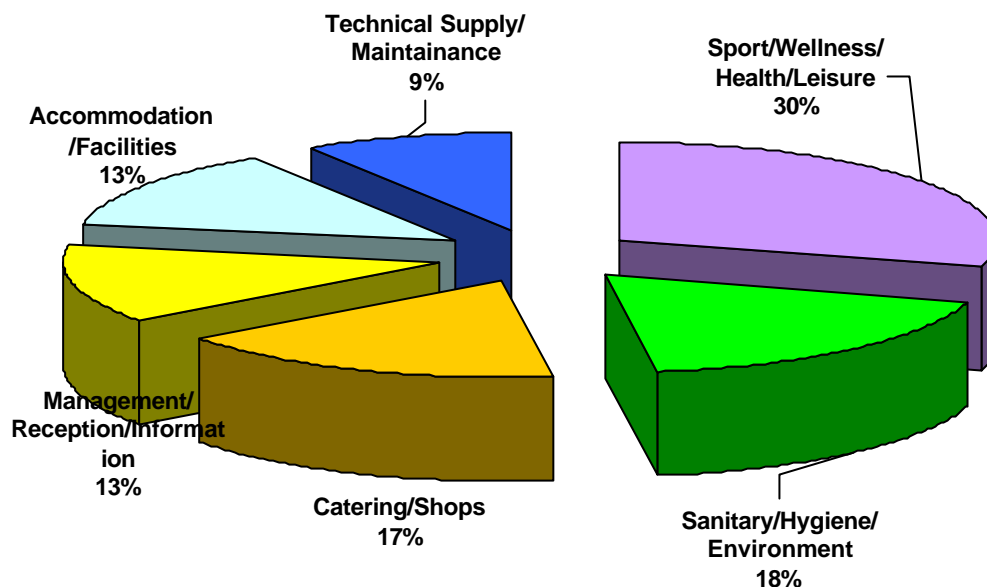
It is interesting to notice that the services promoted in most camp sites are the ones that do not have a specific definition in national regulations: this confirms the trend to promote the services that capture interest, attention and desire of the tourist, based on grounds of marketing and consumer perception. The table shows that camp sites, independent from stars classification (as we shall see further on), feature themselves increasingly as leisure sites, organised to meet needs and expectations which are becoming more and more complex and diversified. The overnight stay as main purpose of the camp site, the way it appears in the legislation analysis, is a necessary but not sufficient condition for the camp site market. Indeed the average number of promoted services is 15,95 per camp site, with cases promoting more than 40 services per structure.

More than half studied camp sites promote serviced related to catering shop and sport/wellness/health/leisure

Table 3.4 - Distribution of the service areas

	frequency	% on total services	
Sport/Wellness/ Health/Leisure	1906	29,14	} <i>common services</i>
Sanitary/Hygiene/ Environment	1180	18,04	
Catering/Shops	1086	16,60	
Management/ Reception/Information	850	12,99	} <i>overnight stays services</i>
Accommodation /Facilities	845	12,92	
Technical Supply/ Maintenance	581	8,88	

Graph 3.1 Distribution of the promoted services divided in 6 categories



Source: Elaboration ACTA

Table 3.5 - Distribution of the most promoted services in total of the camp sites and in total of services

Services	Category	Frequency	% on total of camp sites	%on total of services
dogs accepted	Management/Reception/Information	304	75,25%	4,71%
playground nearby	Sport/Wellness/Health/Leisure	292	72,28%	4,53%
club house with bar	Catering/Shops	234	57,92%	3,63%
food shop on site	Catering/Shops	228	56,44%	3,54%
restaurant	Catering/Shops	221	54,70%	3,43%
swimming pool	Sport/Wellness/Health/Leisure	219	54,21%	3,40%
facilities for disabled	Accommodation/Facilities	199	49,26%	3,09%
laundry	Sanitary/Hygiene/Environment	189	46,78%	2,93%
credit card	Management/Reception/Information	179	44,31%	2,78%
electric point for hairdryers	Technical Supply/Maintenance	168	41,58%	2,61%
electric point for caravans	Technical Supply/Maintenance	160	39,60%	2,48%
organized/evening	Sport/Wellness/	146	36,14%	2,26%

entertainment	Health/Leisure			
shower	Sanitary/Hygiene/ Environment	145	35,89%	2,25%
tennis	Sport/Wellness/ Health/Leisure	143	35,40%	2,22%
angling	Sport/Wellness/ Health/Leisure	139	34,41%	2,16%
telephone	Management/ Reception/Information	135	33,42%	2,09%
wash basin hot/cold water	Sanitary/Hygiene/ Environment	134	33,17%	2,08%
cycle hire	Sport/Wellness/ Health/Leisure	133	32,92%	2,06%
calor gas/camping gas	Technical Supply/ Maintenance	117	28,96%	1,81%
area for ball game	Sport/Wellness/ Health/Leisure	117	28,96%	1,81%
caravan for hire	Accommodation /Facilities	114	28,22%	1,77%
laundrette	Sanitary/Hygiene/ Environment	106	26,24%	1,64%
hot food available	Catering/Shops	104	25,74%	1,61%
facilities for adult recreation	Sport/Wellness/ Health/Leisure	103	25,50%	1,60%
tumbler/drying room	Sanitary/Hygiene/ Environment	95	23,51%	1,47%
chemical toilet disposal point	Sanitary/Hygiene/ Environment	94	23,27%	1,46%
bathing beach or lake	Sport/Wellness/ Health/Leisure	93	23,02%	1,44%
colour television	Technical Supply/ Maintenance	89	22,03%	1,38%
overnight holding area	Accommodation /Facilities	87	21,53%	1,35%
camping huts for hire	Accommodation /Facilities	86	21,29%	1,33%
nursing room for babies	Accommodation /Facilities	75	18,56%	1,16%
washing up	Sanitary/Hygiene/ Environment	72	17,82%	1,12%
booking possible	Management/ Reception/Information	71	17,57%	1,10%
mobile home accepted	Accommodation /Facilities	69	17,08%	1,07%
boat hire	Sport/Wellness/ Health/Leisure	68	16,83%	1,05%
motor home service point	Technical Supply/ Maintenance	67	16,58%	1,04%
Mini golf	Sport/Wellness/ Health/Leisure	66	16,34%	1,02%
outlet mobile home	Accommodation /Facilities	61	15,10%	0,95%
compulsory parking car	Accommodation /Facilities	61	15,10%	0,95%
paddling pool	Sport/Wellness/ Health/Leisure	61	15,10%	0,95%
washing and ironing facilities	Sanitary/Hygiene/ Environment	60	14,85%	0,93%
barbecue outdoor	Catering/Shops	55	13,61%	0,85%
electric point for tents	Technical Supply/ Maintenance	50	12,38%	0,78%

shop	Catering/Shops	50	12,38%	0,78%
take away	Catering/Shops	49	12,13%	0,76%
windsurfing	Sport/Wellness/ Health/Leisure	48	11,88%	0,74%
post office	Management/ Reception/Information	48	11,88%	0,74%
electric shave points	Sanitary/Hygiene/ Environment	47	11,63%	0,73%
bungalows accepted	Accommodation /Facilities	47	11,63%	0,73%
lighting on toilet blocks	Sanitary/Hygiene/ Environment	43	10,64%	0,67%
canoe hire	Sport/Wellness/ Health/Leisure	43	10,64%	0,67%
first aid point	Management/ Reception/Information	43	10,64%	0,67%
pony trekking nearby	Sport/Wellness/ Health/Leisure	40	9,90%	0,62%
caravans accepted	Accommodation /Facilities	36	8,91%	0,56%
sauna	Sport/Wellness/ Health/Leisure	36	8,91%	0,56%
golf	Sport/Wellness/ Health/Leisure	36	8,91%	0,56%
microwave	Catering/Shops	35	8,66%	0,54%
family rooms	Accommodation /Facilities	35	8,66%	0,54%
electric cooking	Catering/Shops	33	8,17%	0,51%
kiosk	Catering/Shops	33	8,17%	0,51%
slop sink	Sanitary/Hygiene/ Environment	27	6,68%	0,42%
car wash area	Technical Supply/ Maintenance	24	5,94%	0,37%
slipway	Sport/Wellness/ Health/Leisure	24	5,94%	0,37%
cooking facilities	Catering/Shops	23	5,69%	0,36%
exercise track	Sport/Wellness/ Health/Leisure	23	5,69%	0,36%
custody of valuables	Management/ Reception/Information	22	5,45%	0,34%
tents accepted	Accommodation /Facilities	21	5,20%	0,33%
bus service	Management/ Reception/Information	21	5,20%	0,33%
sailing facilities	Sport/Wellness/ Health/Leisure	20	4,95%	0,31%
ice available	Catering/Shops	15	3,71%	0,23%
solarium	Sport/Wellness/ Health/Leisure	13	3,22%	0,20%
diving facilities	Sport/Wellness/ Health/Leisure	12	2,97%	0,19%
section for light campers	Accommodation /Facilities	11	2,72%	0,17%
surfboard hire	Sport/Wellness/ Health/Leisure	10	2,48%	0,16%
Car ferry nearer than 40 km	Management/ Reception/Information	10	2,48%	0,16%
cable TV/satellite	Technical Supply/ Maintenance	8	1,98%	0,12%

gym	Sport/Wellness/ Health/Leisure	8	1,98%	0,12%
water slide	Sport/Wellness/ Health/Leisure	7	1,73%	0,11%
licensed to sell wine and alcoholics	Catering/Shops	6	1,49%	0,09%
railway station nearer than 20km	Management/ Reception/Information	5	1,24%	0,08%
apartments accepted	Accommodation /Facilities	4	0,99%	0,06%
racquet sport	Sport/Wellness/ Health/Leisure	4	0,99%	0,06%
mail service	Management/ Reception/Information	4	0,99%	0,06%
bus stop nearer	Management/ Reception/Information	4	0,99%	0,06%
may be booked through a travel agent	Management/ Reception/Information	4	0,99%	0,06%
facilities for empty motor/caravan tanks	Technical Supply/ Maintenance	2	0,50%	0,03%
Jacuzzi	Sport/Wellness/ Health/Leisure	2	0,50%	0,03%
gas/electric fire	Technical Supply/ Maintenance	1	0,25%	0,02%
TV for campers	Technical Supply/ Maintenance	1	0,25%	0,02%
radio	Technical Supply/ Maintenance	0	0,00%	0,00%
line provided fire	Technical Supply/ Maintenance	0	0,00%	0,00%
fish cleaning facilities	Catering/Shops	0	0,00%	0,00%
cots available	Accommodation /Facilities	0	0,00%	0,00%
children welcome	Sport/Wellness/ Health/Leisure	0	0,00%	0,00%
telefax messages	Management/ Reception/Information	0	0,00%	0,00%
child discounts	Management/ Reception/Information	0	0,00%	0,00%
open all year	Management/ Reception/Information	0	0,00%	0,00%
Environmental management	Management/ Reception/Information	0	0,00%	0,00%
		6447		

Source: Elaboration ACTA

3.1.2 Most promoted service in each category

In the following tables, for each of the 6 macro categories on which the matrixes of services are based, we calculate the relative frequency of each service within the same category, and its distribution per stars.

Management/ Reception/Information

This category includes mostly the services already regulated by national set of laws or by classification systems, which are therefore somehow implicitly inborn in the very definition of camp site. This explains the low percentage of these services on the overall total, as seen before. The following table emphasises that most services are promoted by



the lowest star category, thus demonstrating that the choice of a 4* or 5* camp site is conditioned by the presence of other services while the promotion of the reception/information services is irrelevant, as implicitly present.

Management/ Reception/Information	Frequency in the category	1-2 *	3 *	4-5 *
dogs accepted	35,76%	38,49%	27,49%	34,02%
credit card	21,06%	26,59%	26,59%	46,82%
telephone	15,88%	30,83%	30,83%	38,35%
booking possible	8,35%	19,70%	27,27%	53,03%
post office	5,65%	52,27%	36,36%	11,36%
first aid point	5,06%	51,28%	30,77%	17,95%
custody of valuable	2,59%	77,27%	18,18%	4,55%
bus service	2,47%	38,10%	38,10%	23,81%
railway station nearer than 20km	0,59%	20,00%	80,00%	
mail service	0,47%		33,33%	66,67%
bus stop nearer	0,47%	38,48%	27,49%	34,03%
fax messages	0			
child discounts	0			
open all year	0			
Environmental management	0			

Source: Elaboration ACTA

Sport/Wellness/ Health/Leisure

In this service category, the stars appear as discriminating element for the variety of offered services, although services included, like swimming pool, tennis, gym, golf, are also offered by lower stars categories. Elite facilities, which are exclusive prerogative of 4-5 star categories (Jacuzzi, racquet sport, solarium) are another matter.

Sport/Wellness/ Health/Leisure	frequency in category	1-2 *	3 *	4-5 *
playground nearby	15%	35,16	27,47	37,36
swimming pool	11%	29,47	28,99	41,55
organized/evening entertainment	8%	29,20	33,58	37,23
tennis	8%	29,85	24,63	45,52
angling	7%	37,59	34,59	27,82
cycle hire	7%	23,58	30,89	45,53
area for ball game	6%	21,30	36,11	42,59
facilities for adult recreation	5%	31,68	35,64	32,67
bathing beach or lake	5%	44,71	31,76	23,53
boat hire	4%	23,44	25,00	51,56
Mini golf	3%	20,00	33,85	46,15
paddling pool	3%	25,42	32,20	42,37
windsurfing	3%	31,82	22,73	45,45
canoe hire	2%	21,95	36,59	41,46
pony trekking nearby	2%	40,54	21,62	37,84
sauna	2%	10,34	34,48	55,17
golf	2%	16,13	29,03	54,84
slipway	1%	26,32	36,84	36,84

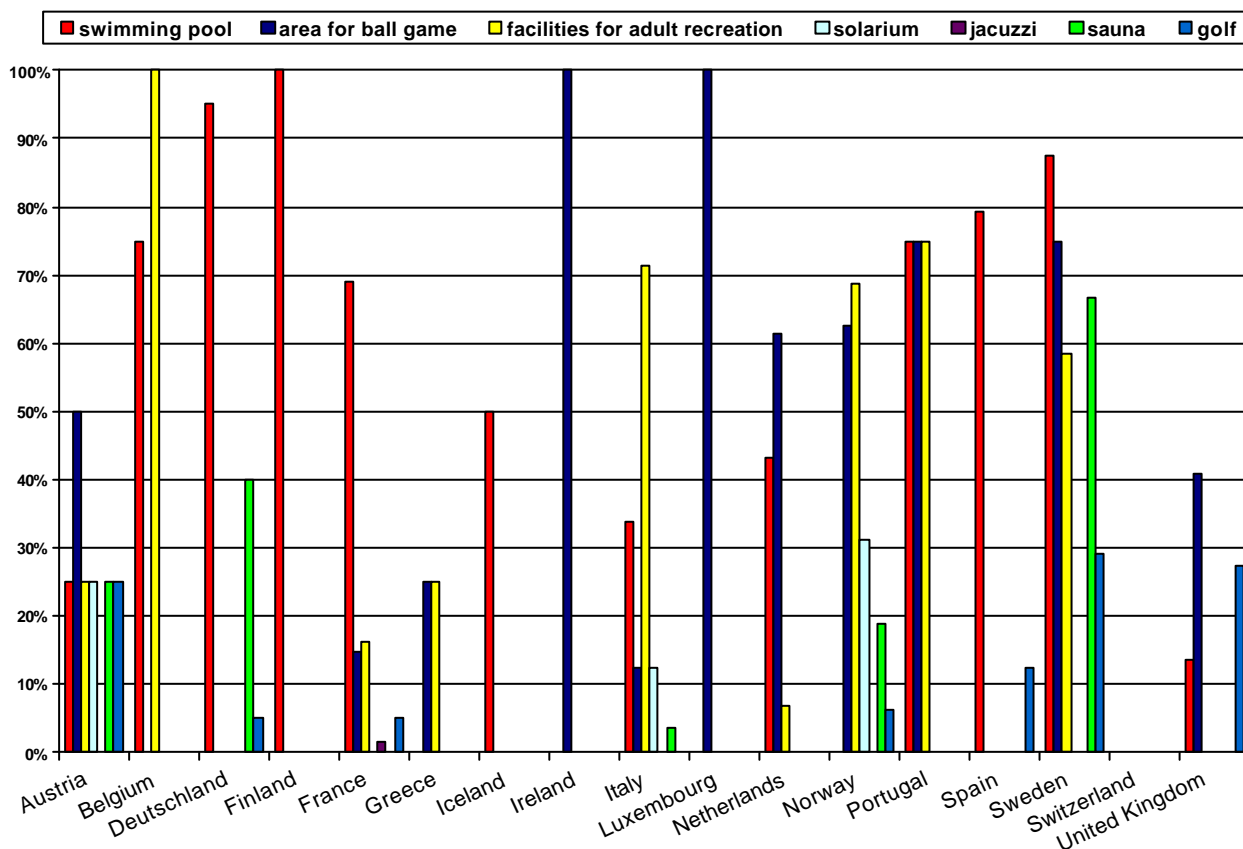


exercise track	1%	36,36	18,18	45,45
sailing facilities	1%	22,22	11,11	66,67
solarium	1%	8,33	25,00	66,67
diving facilities	1%	50,00	33,33	16,67
surfboard hire	1%	62,50	12,50	25,00
gym	0%	37,50	12,50	50,00
water slide	0%		28,57	71,43
racquet sport	0%			100,00
Jacuzzi	0%			100,00

Source: Elaboration ACTA

It seems interesting to study the distribution of some services in this category, which may produce more environmental impacts among the sample countries. It results that in northern countries there is a frequent offer of swimming pools or of a combination of swimming pool/sauna o swimming pool/solarium, as for instance in Finland, Austria, Germany, Sweden. In Finland, Germany, Sweden the swimming pool service is offered in more than '80% of the analysed camp sites.

Graph 3.2. - Distribution of most relevant services of the service area “sport/leisure/wellness” with higher environmental impacts per country



Source: Elaboration ACTA

Accommodation /Facilities



In the accommodation/facilities category, some interest appears to exist in:

Accommodation /Facilities	frequency in category	1-2 *	3 *	4-5 *
facilities for disabled	24%	36,02	28,49	35,48
caravan for hire	13%	43,52	25,00	31,48
overnight holding area	10%	23,81	30,95	45,24
camping huts for hire	10%	32,91	22,78	44,30
nursing room for babies	9%	22,86	32,86	44,29
mobile home accepted	8%	33,82	33,82	32,35
compulsory parking car	7%	25,42	22,03	52,54
bungalows accepted	6%	42,55	34,04	23,40
caravans accepted	4%	47,22	27,78	25,00
family rooms	4%	51,61	25,81	22,58
tents accepted	2%	28,57	38,10	33,33
section for light campers	1%	27,27	45,45	27,27
apartments accepted	0%			
cots available	0%			
children welcome	0%			

Source: Elaboration ACTA

Catering/Shops

The distribution of the services pertaining to catering/shop is tendentially uniform among the star categories taken into account.

The low frequency of the promotion of kiosks, cooking facilities, shops is justified by the fact that they are already implied by law in the definition of camp site. Instead the trend is that of promoting more structured restoration services like for instance restaurant, food shop on site or club house with bar.

Catering/Shops	frequency in category	1-2 *	3 *	4-5 *
club house with bar	21,55%	36,07	27,85	36,07
food shop on site	20,99%	31,46	26,29	42,25
restaurant	20,35%	32,35	28,92	38,73
hot food available	9,58%	30,30	34,34	35,35
barbecue outdoor	5,06%	29,63	31,48	38,89
shop	4,60%	28,89	31,11	40,00
take away	4,51%	31,11	33,33	35,56
microwave	3,22%	21,74	43,48	34,78
electric cooking	3,04%	21,43	42,86	35,71
kiosk	3,04%	37,50	43,75	18,75
cooking facilities	2,12%	22,73	40,91	36,36
ice available	1,38%	25,00	50,00	25,00
licensed to sell wine and alcoholics	0,55%	0,00	33,33	66,67
fish cleaning facilities	0%	0	0	0

Source: Elaboration ACTA

Sanitary/Hygiene/Environment



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The services included in this category differ in relation to the stars depending on the fact that a certain type of service (washing, ironing, ...) be offered in dedicated rooms by special personnel, or be used autonomously by the tourist.

For instance laundry is a service offered by more than 40% of 4* e 5*. camp sites. Instead in categories 1-2* they prefer the launderette. The same applies to the tumbler/drying room and to the washing and ironing facilities.

Sanitary/Hygiene/ Environment	frequency in category	1-2 *	3 *	4-5 *
laundry	16,02%	27,33	31,40	41,28
electric point for hairdryers	14,24%	44,65	29,56	25,79
shower	12,29%	34,88	27,91	37,21
wash basin hot/cold water	11,36%	21,95	24,39	53,66
launderette	8,98%	33,01	27,18	39,81
tumbler/drying room	8,05%	17,05	35,23	47,73
chemical toilet disposal point	7,97%	20,00	28,24	51,76
washing up	6,10%	30,30	37,88	31,82
washing and ironing facilities	5,08%	8,93	32,14	58,93
electric shave points	3,98%	15,22	21,74	63,04
lighting on toilet blocks	3,64%	12,20	19,51	68,29
slop sink	2,29%	32,00	36,00	32,00

Source: Elaboration ACTA

Technical Supply/ Maintenance

Most camp sites offer electric power and gas supply as part of the main services connected to technical supply and maintenance. Colour and satellite TV are exclusive of the 3-4-5* categories.

Technical Supply/ Maintenance	frequency in category	1-2 *	3 *	4-5 *
electric point for caravans	27,59%	30,20	24,83	44,97
calor gas/camping gas	20,17%	25,69	28,44	45,87
colour television	15,34%	17,72	37,97	44,30
motor home service point	11,55%	32,81	26,56	40,63
outlet mobile home	10,52%	9,09	32,73	58,18
electric point for tents	8,62%	40,43	17,02	42,55
car wash area	4,14%	50,00	33,33	16,67
cable TV/satellite	1,38%		50,00	50,00
facilities for empty motor/caravan tanks	0,34%		50,00	50,00
gas/electric fire	0,17%		100,00	
TV for campers	0,17%		100,00	
radio	0,00%			
line provided fire	0,00%			

Source: Elaboration ACTA

3.1.3 Main differences between national markets per macro region and per nation



The following analysis aims at individuating the main differences amongst national markets in terms of offer and promotion of tourism products. Basically one wants to understand if the distribution of services in camp sites is the same all over Europe or if a lack of homogeneity is to be expected linked to cultural, historic, institutional factors

The analysis is carried out in two levels:

1st level: the European sample is divided into 3 macro regions:

- Northern countries: Sweden, Finland, Iceland, Norway
- Central countries: Switzerland, Austria, Belgium, Luxembourg, Germany, Holland, United Kingdom
- Mediterranean countries: France, Italy, Greece, Portugal.

In each macro region the analysis takes into account the respective service areas and the basic services pertaining to each of them.

2nd level: for service areas like catering/shop, sanitary/hygiene/environment and sport/leisure/wellness the analysis is centered on the individual nations in order to understand the variability of some services and the relationship between this variability and the distribution of demand (overnights)

Results of the analysis

A first expected result is that the promotion of some services in some countries and not in others is the consequence of different law systems: the lack of any official regulation for camp sites in most northern and central countries explains the reason why certain services are promoted there, that in Mediterranean countries like France and Italy, where the camp site possesses a definite set of laws, have no reason to be promoted, as they are the minimum requirements for the very setting up of the camp site itself.

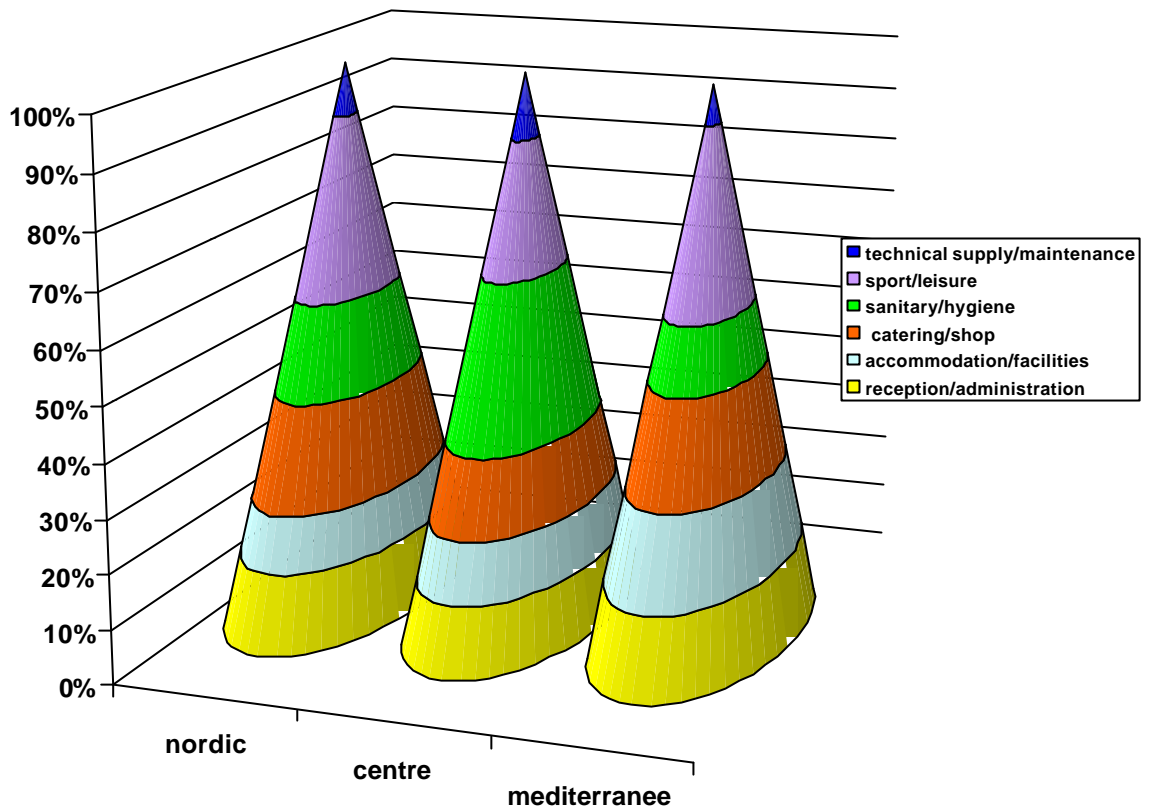
The analysis per service areas in the 3 macro regions follows.

Table 3.6 - Analysis per service areas in the 3 macro regions

	management/reception/information	% on macro region	accommodation/acilities	% on macro region	catering/shop	% on macro region	sanitary/hygiene/environment	% on macro region
northern	153	13%	110	10%	212	19%	192	17%
central	255	12%	224	10%	292	14%	621	29%
mediterranean	442	14%	511	16%	582	18%	367	12%
	sport/leisure	% on macro region	technical/supply/maintenance	% on macro region	tot services	tot camp site		
northern	365	32%	109	10%	1141	56		
central	510	24%	250	12%	2152	120		
mediterranean	1031	33%	221	7%	3154	228		

Source: Elaboration ACTA

Graph 3.3 - Distribution of service areas in 3 macro regions



Source: Elaboration ACTA

The graph 3.3 shows the distribution of the 6 service areas in the 3 macro regions under scrutiny. The main differences pertain mainly to the common services: sport/leisure, catering/shop and sanitary/hygiene/environment. In particular in northern and Mediterranean countries sport/leisure and catering/shop services represent more than half the overall services.

In camp site located in central countries sanitary/environment/hygiene services represent almost 1/3 of the overall services.

The following analysis investigates the distribution of services within the 6 areas under scrutiny.

Management/Reception/Information

Amongst the management/reception/information services, it is interesting to analyse the distribution of some of the most recent services: for instance credit card is a service offered to the tourist in more that half of northern and central camp sites, unlike the Mediterranean camp sites in which the prevalent payment form is cash. The e-mail service is by no means one of the most common services: nevertheless some northern camp sites are beginning to propose this service to capture the clientele.



Management/ Reception/Information	dogs accepted	mail service	bus	credit card	custody of valuable	first aid point	telephone	booking possible	post office
Northern	55%	7%	23%	52%	0%	4%	68%	29%	21%
Central	86%	0%	0%	60%	0%	0%	31%	32%	0%
Mediterranean	75%	0%	4%	34%	10%	18%	26%	7%	16%
	fax messages	child discounts	open all year	Railway station nearer than 20 km	Bus stop nearer than 200 m	Car ferry nearer than 40 km	may be booked through a travel agent	Environmental management	
Northern	0%	0%	0%	9%	0%	4%	2%	0%	
Central	0%	0%	0%	0%	3%	0%	1%	0%	
Mediterranean	0%	0%	0%	0%	0%	4%	1%	0%	

Source: Elaboration ACTA

Accommodation/Facilities

In the accommodation/facilities services, differences must be interpreted: for instance, while generally in northern countries camp sites are made of bungalows, chalets, mobile homes, the presence of these features in the Mediterranean countries is by no means obvious: this is the reason why the percentage of bungalows/mobile homes/apartments appears near zero in northern countries. It is instead interesting to stress that in northern countries a rather common feature is the setting up of special-need places: nursing rooms for babies and family rooms. The attention to the service and to the needs of the camper is also confirmed by the presence of equipments for disabled people in more than 70% of northern camp site, followed by Mediterranean camp sites with 61%

Accommodation/Facilities	section for light campers	camping huts for hire	caravan for hire	facilities for disabled campers	mobile home accepted	caravan accepted	tents accepted	
Northern	18%	5%	4%	71%	7%	7%	0%	
Centre	0%	18%	10%	17%	35%	2%	0%	
Mediterranean	0%	27%	44%	61%	10%	13%	9%	
	bungalows accepted	apartments accepted	compulsory parking car	cots available	children welcome	nursing rooms for babies	family rooms	
Northern	0%	0%	0%	0%	0%	57%	27%	
Centre	1%	0%	36%	0%	0%	6%	5%	
Mediterranean	20%	2%	8%	0%	0%	16%	6%	

Source: Elaboration ACTA

Catering/Shop

Restaurant is a service existing in most Mediterranean and central camp sites. Instead in northern countries usually are offered self cooking facilities, mostly open air, making small kiosk or mini-markets available instead of offering a complete restaurant service.

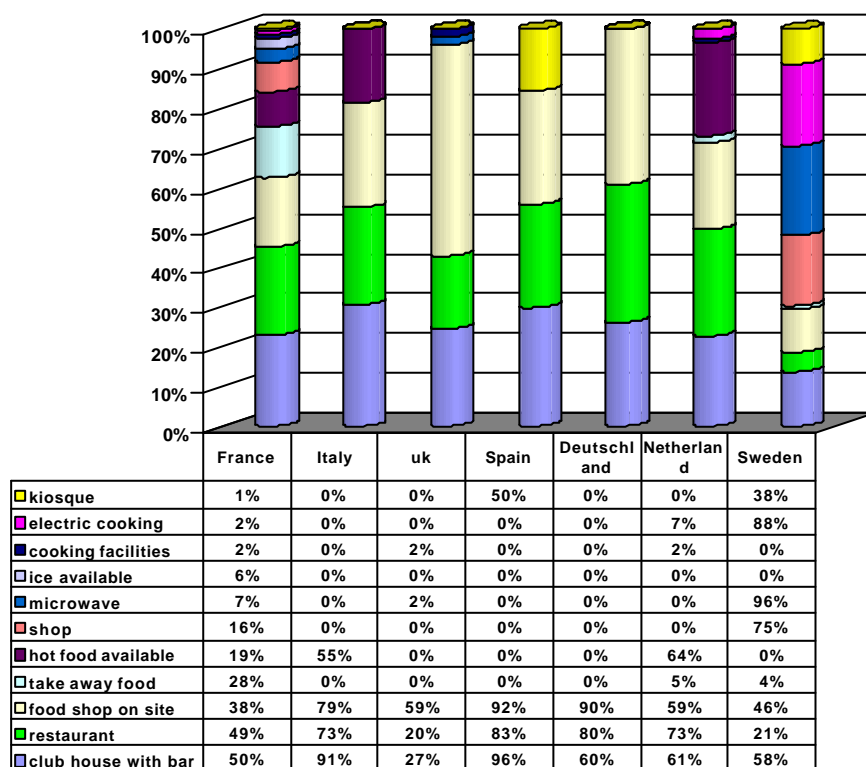


Catering/Shops	shop		food shop on site	cooking facilities	microwave	ice available	electric cooking	take away food
	restaurant	club house with bar	kiosk	fish cleaning facilities	hot food available	Licensed to sell wine or alcoholics		
Northern	43%	39%	32%	41%	7%	39%	9%	
Centre	3%	63%	2%	2%	3%	4%	5%	
Mediterranean	10%	57%	1%	4%	4%	3%	17%	
Northern	27%	46%	36%	0%	25%	11%		
Centre	57%	46%	0%	0%	28%	0%		
Mediterranean	61%	67%	6%	0%	25%	0%		

Source: Elaboration ACTA

In the most relevant market, the French, the offer of catering/shops services is very differentiated. In the Swedish market, which amongst the northern countries has the largest market share on the offer side, the differentiation of services is equally relevant, but, as shown in the following graph, each service “weighs” in terms of frequency according to quotas apposed to the ones of the French market.

Graph 3.4 - Distribution of category “catering/shop” in the country with higher tourism demand



Source: Elaboration ACTA

Sanitary/Hygiene/Environment

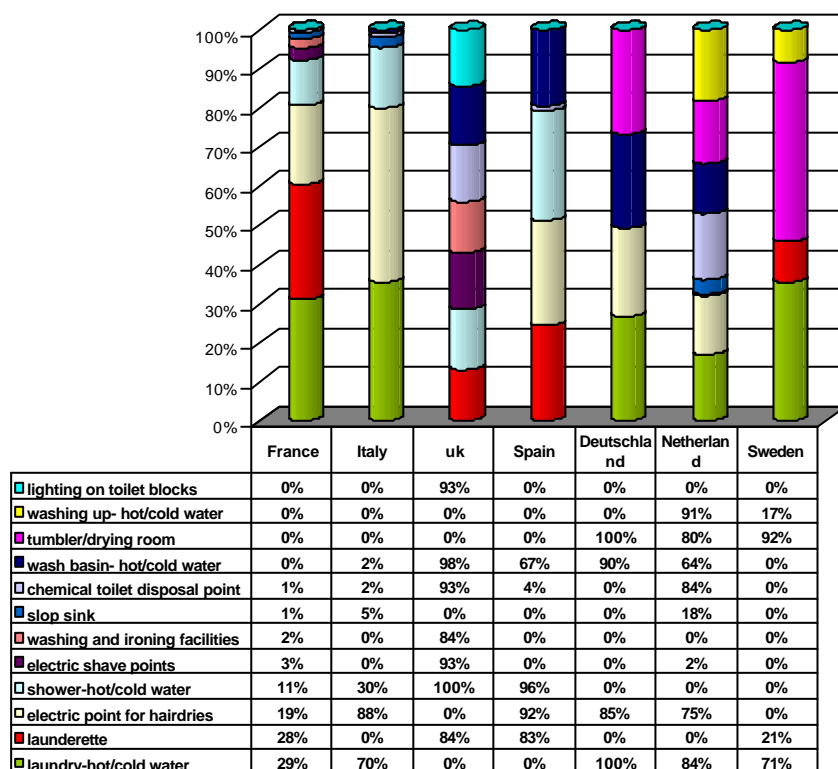


The main difference between the northern and central countries on one side and the Mediterranean countries on the other, concerns the presence of special spaces for washing, drying or ironing. These spaces exist in the majority of northern and central camp sites.

Sanitary/Hygiene/ Environment	wash basin- hot/cold water	shower- hot/cold water	chemical toilet disposal point	electric point for hairdryers	slop sink	tumbler/drying room
	Nordic	43%	43%	2%	29%	21%
Centre	76%	48%	68%	43%	8%	49%
Mediterranean	8%	28%	5%	44%	2%	1%
	washing up- hot/cold water	laundry- hot/cold water	electric shave points	lighting on toilet blocks	laundrette	washing and ironing facilities
Nordic	36%	71%	0%	2%	11%	25%
Centre	37%	52%	36%	35%	35%	31%
Mediterranean	4%	38%	2%	0%	25%	4%

Source: Elaboration ACTA

Graph 3.5 - Distribution of category “sanitary/hygiene/environment” in the country with higher tourist demand



Source: Elaboration ACTA

Sport/Leisure/Wellness



Also for leisure, the offer of services tends to differentiate in accordance with the geographical location. Excluding the swimming pool and the children playground, whose regular presence seems to be independent from the geographical location, the distribution of other services is rather inhomogeneous. For instance in northern countries the sauna exists in more than 40% of the overall camp sites: this is the offer of a basic service, i.e. an offer independent of the star numbers (as already seen for hotels). In Mediterranean countries the sauna is present in 1% of camp sites and the star is the element that conditions its presence. Amongst sports, golf, mini golf and fishing are promoted in northern countries, and tennis in Mediterranean and central countries. To be underlined also the fact that while in central and southern Europe the organization of shows and entertainment is diffused in more than 40% camp sites, in northern Europe this type of proposal is not prevalent and they prefer boat, canoe, bike rental.

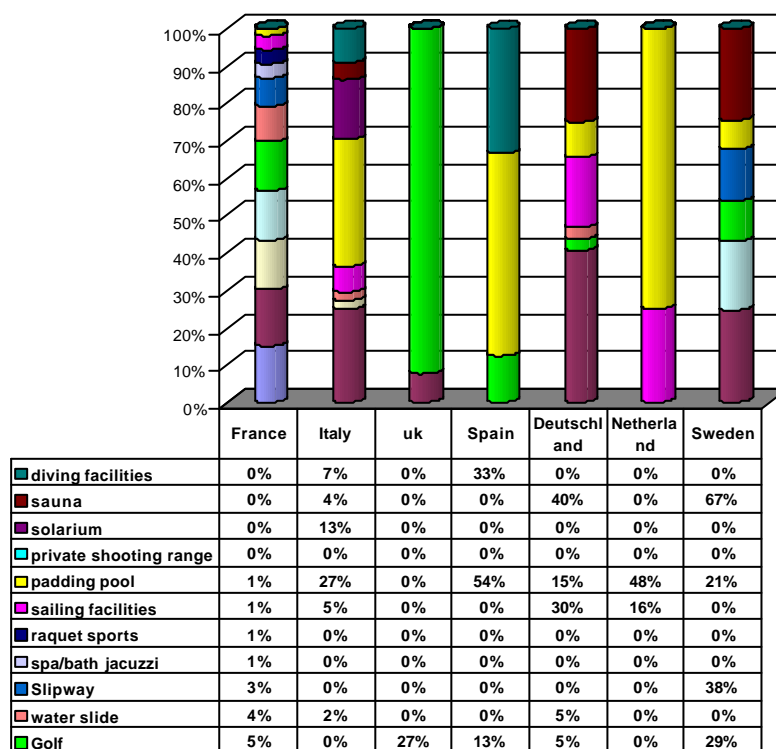
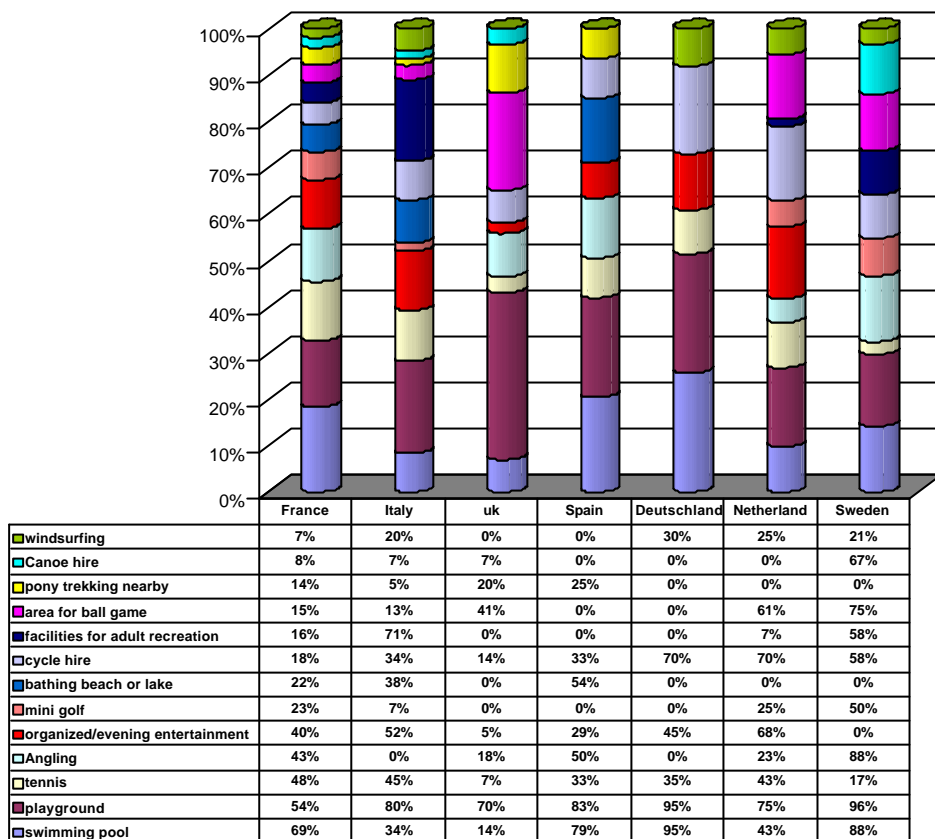
Sport/Wellness/Health/Leisure	swimming pool	pony trekking nearby	playground	area for ball game	facilities for adult recreation	private shooting range	solarium	spa/bath Jacuzzi	padding pool
Northern	52%	0%	86%	57%	46%	0%	9%	0%	13%
Centre	43%	10%	78%	43%	7%	0%	1%	0%	21%
Mediterranea	61%	12%	66%	15%	30%	0%	3%	1%	13%
	bathing beach or lake	sauna	Surfboard hire	windsurfing	tennis	racquet sports	cycle hire	organized/evening entertainment	exercise track
Northern	23%	41%	0%	11%	9%	0%	34%	5%	29%
Centre	3%	9%	0%	16%	29%	2%	48%	40%	0%
Mediterranea	33%	1%	4%	10%	45%	1%	25%	42%	3%
	mini golf	Golf	angling	slipway	boat hire	canoe hire	diving facilities	sailing facilities	water slide
Northern	36%	18%	64%	27%	52%	41%	0%	0%	0%
Centre	9%	13%	22%	2%	13%	3%	0%	13%	1%
Mediterranea	15%	4%	34%	3%	10%	7%	5%	2%	3%

Source: Elaboration ACTA

In France, Italy, Germany and Sweden they promote diverse services. Bike and canoe rental and water sports characterise the Swedish, German and English market; tennis and grounds for team sports are typical of Mediterranean markets.



Graph 3.6 - Distribution of category “sport/leisure/wellness” in the country with higher tourist demand



Technical/Supply/Maintenance

With reference to technical supply/maintenance, the main difference pertains to the lodging type: in northern countries bungalows and mobile homes prevail, tents in Mediterranean countries. This explains the different percentage of offer for electric point for caravans, electric point for tents e outlet for mobile home.

Technical Supply/Maintenance	calor gas/camping gas	gas/electric fire	colour television	radio	line provided fire	cable TV/satellite TV	TV for campers
Northern	23%	0%	30%	0%	0%	14%	0%
Centre	62%	0%	38%	0%	0%	0%	0%
Mediterranean	13%	0%	11%	0%	0%	0%	0%

	facilities for empty motor caravan tanks	electric point for tents	electric point for caravans	outlet mobile homes	motor home service point	car wash area
Northern	4%	0%	64%	38%	5%	16%
Centre	0%	13%	48%	29%	18%	0%
Mediterranean	0%	15%	29%	2%	18%	7%

Source: Elaboration ACTA

A last annotation: in northern countries and to a lesser extent in central countries the trend is towards homogenisation of services. Instead, in Mediterranean countries a high level of differentiation prevails. In all three groups of countries considered, the most promoted services are sport and leisure, as seen before. A chromatic representation of existing services in at least 40% of per location studied camp sites follows (divided per colour in the 6 categories under scrutiny).

Northern countries

dogs accepted	credit card	telephone	facilities for disabled campers	nursing rooms for babies	family rooms	electric cooking	
55%	52%	68%	71%	57%	27%	39%	
shop	microwave	wash basin-hot/cold water	shower-hot/cold water	laundry-hot/cold water	swimming pool		
43%	41%	43%	43%	71%	52%		
playground	area for ball game	facilities for adult recreation	sauna	Angling	Boat hire	Canoe hire	electric point for caravans
86%	57%	46%	41%	64%	52%	41%	64%

Central countries

dogs accepted	credit card	over night holding area	food shop on site	restaurant	club house with bar	wash basin-hot/cold water	shower-hot/cold water
86%	60%	58%	63%	57%	46%	76%	48%
chemical toilet disposal point	electric point for hairdryers	tumbler/drying room	laundry-hot/cold water	swimming pool	playground	area for ball game	cycle hire
68%	43%	49%	52%	43%	78%	43%	48%
organized/evening entertainment	calor gas/camping	electric point for	restaurant	club house	swimming pool	pony trekking	playground



	gas	caravans		with bar		nearby	
40%	62%	48%	61%	67%	61%	12%	66%

Mediterranean countries

dogs accepted	caravan for hire	facilities for disabled campers	food shop on site	electric point for hairdryers	tennis
75%	44%	61%	57%	44%	45%
racquet sports	cycle hire	organized/evening entertainment	Swimming pool	playground	
1%	25%	42%	61%	66%	

Source: Elaboration ACTA

3.1.4 Average price per emplacement

The average price¹ per daily stay at the camp site, on a sample of 110 out of 404 camp sites that make information on their minimum and maximum price available, thus distributed,

Country	Frequency
France	22
Ireland	1
Italy	52
Spain	15
UK	21

varies from 89 euro minimum to 226 euro maximum.

The minimum average price is 89,75 euro. Its variability in the sample is very high.

The minimum average price in the high classes (5-4*) is 131 euro: in this category the highest prices are the ones applied in French camp sites (maximum price 548 Euro), and the lowest in Italian and Irish camp sites (minimum price 17 euro).

In the 3* class the minimum average price is 102 euro, with a maximum of 392 euro in a French camp site and a minimum of 9 euro in a Spanish camp site.

In the 1* - 2* class, the average minimum price is 51 euro: within this class the maximum price is in a French camp site with 336 euro and the minimum 10 euro in Italy and Spain.

The maximum average price on a sample is of 226,76 euro.

The maximum average price in the high classes (5-4*) is 362,69 euro: out of these, the highest prices are applied in the French camp sites (maximum price 1680,00 euro), the lowest in the Italian camp sites (minimum price 47 euro).

In the class 3* the maximum average price is 239 euro, with a maximum price of 1000 euro in France and a minimum of 8 euro in a Spanish camp site.

In the class 1* - 2* the maximum average price is 119,39 euro: within this class the maximum price is 690 euro and the minimum is 6 euro as applied in French camp sites.

Out of a sample of 60 camp sites offering information only on their average price, with the following distribution

¹ The price refers to 4 people.



Country	Frequency
Austria	3
Belgium	4
Germany	20
Holland	33

the average daily price is 22,70 euro, in a range between a maximum price of 31 euro in Holland and a minimum price of 14,03 euro in Belgium.

3.1.5 How the camp site is structured

The information on the internal structure of camp sites is not homogeneous: the diverse terminologies used in catalogues have prevented the gathering of aggregated information under a unified headline. Therefore the following analysis is carried out on mini samples: from the individual results we try to reach general conclusions. In Germany available information concerns: tourist pitches and permanent pitches; the latter are different from the former for the non seasonal but permanent character of the use of pitches. The sample includes 20 camp sites out of 20. From the ratio of the former on the latter it results that in 8 out of 20 camp sites the number of permanent pitches is higher than the number of tourist pitches. In 2 cases the ratio is one to one; in the other case the ratio ranges between double, quadruple, quintuple.

The second sample is represented by Italy (45 camp sites out of 56) and Holland (16 out of 44): information is available on bungalows and chalet. It results that in Italy the average number of bungalows and chalets per camp site is 32,40: the internal structure is determined by the number of stars: in 4* - 3* camp sites the average number is of 50 permanent structures; in the lower classes it is less than 12 structures.

On the contrary in Holland, excluding isolated cases, the average number of bungalows and chalets is about 13,5, and the differentiation due to stars number is lesser than in Italian camp sites.

The total average accommodation capacity on a sample of 115 out of a total of 404 camp sites thus distributed

Country	Frequency
Italy	44
Spain	24
Switzerland	4
Holland	44

is 502 places. The maximum number is of 2.400 bed places (Italy, 3 *), the minimum of 25 (Holland, 2*). Therefore there seems to be no interdependence between stars number and accommodation capacity: in this sense there is non difference between 1* and 5* camp sites (in Spain and in Italy there are 1* camp sites with an accommodation capacity over 1000 places).



3.2 Analysis and update of the environmental EU policies

IN PROGRESS



APAT



4 Life cycle consideration and environmental improvements

Introduction

EU Regulation 1980/2000 requires that the product group be considered in its life cycle phases and those phases with the main environmental impacts be identified and acted upon in order to reduce the most negative environmental impacts and produce the highest environmental improvements.

The life cycle of a service is constituted of three phases: the purchasing phase, where resources are acquired in order to provide the service (goods, energy, water), the provision of the service phase, where all the activities which constitute the service are carried out, each in its own specificity, and the last “waste management phase”, in which the waste material derived from the first and second is disposed of.

The services components have been listed and analysed in *chapter 3 (see 3.1)*

Methodology

The aim of this chapter is to identify the main environmental impacts of camp site service, in order to identify those environmental fields where most impact is brought and those elements most responsible for the impact, such as to develop criteria which produce the most significant benefit for the environment. The environmental impacts of the product group camp site with its sub services and service components depend on the specific use and consumption of energy, water and consumer goods, as well as on the production of waste and noise.

There are no data available which represent the environmental impacts of camp sites and the services offered all over Europe, either from a qualitative nor a quantitative point of view. No camp site is exactly the same as another establishment. The reasons are easy to understand: every service component in the site has its specific quantitative and qualitative environmental impacts by produce, by use, or consumption, by waste production at the end. The quality and quantity of the services offered (food services, leisure) the location/region of the establishment (mountain/seaside, north/south); threatened carrying capacities, for example for fresh water provision, biodiversity, air/noise, climate), the behaviour of guests (environmentally friendly or not), the size and standard of the site all have direct internal and external influence on the environmental impacts. Also differences in cost for water, energy and waste disposal and differences in national legislation (e.g. for waste management) have significant influence in consumption and environmental impacts.

As already the case for the work on tourist accommodation, a lack of reliable, objective direct data on the environmental aspects of camp site activities was found, therefore an inductive approach was adopted through an analysis of the existing eco-labels and the use of pilot data collected during a series of projects and researches in several European countries.



Experience from the existing eco-labels in different European countries is an important source for analysis, as well as the best way to base the future Eco-label criteria on existing schemes. These experiences and the knowledge concerning the countries' specific situation was taken as base for the inductive assessment of the environmental impacts: through the analysis of the environmental impacts identified and considered by most relevant existing eco-labels and expressed by their specific environmental criteria.

4.1 Analysis of Eco-labels for Camp sites in Europe

There are 8 Eco-Label in Europe which take into consideration camp site service. Most of them are a branch of Eco-labels for general tourist accommodation, with specific criteria for the camp site sector. Some of them are public schemes which follow their own national regulations which require (similar to the EU-Flower regulation) Life Cycle considerations, the assessment of the environmental impacts and the potential for improvements, and: performance and specific limit consumption criteria which guarantee that the certified product is better than non certified competitors in the same (type of) destination/ country.

We assume that these Eco-labels:

1. developed their environmental criteria according to the specific situations in their countries without discriminating products which belong to the product group;
2. proofed these criteria as relevant and feasible (operating since years, high experience with certified products, market studies)

Therefore it can be assumed that those criteria which are similar in many countries and present in most Eco-labels have a high relevance to same/similar environmental impacts

Selection of most relevant Eco-labels

For the rough assessment of environmental impacts of the different service areas and components, the following eight Eco-labels have been taken into consideration:

- ✓ *Austrian Eco-label (AT)*
- ✓ *Cataluna Eco-label (ES)*
- ✓ *Milieubarometer Eco-Label (NL)*
- ✓ *Clef Verte Eco-label (FR)*
- ✓ *Luxembourg Eco-Label (LUX)*
- ✓ *Latvia Eco-Label (LIT)*
- ✓ *Viabono Eco-Label (DE)*
- ✓ *Green Key Eco-label (DK)*

The first three Eco-labels are based on national legislation which requires similar approaches as the European regulation for the EU-Flower.

The remaining five Eco-labels are private/public schemes which have been operating for years, widely recognised by product groups and other groups of interest



(consumers, environmentalists), in co-operation with and supported by national governments

Altogether the eight schemes above have been selected for the following reasons:

1. They cover different countries, regions, main types of destinations in Europe (North, South; mountains, cities, coast, rural);
2. Are composed of all types of criteria (management + measures + limit)
3. Require onsite verification (except Viabono/DE)

The results of the detailed analysis of these Eco-labels with their criteria and experiences lay the base for further considerations on the environmental impact of the different service sectors and components.

An important difference to the tourism accommodation sector in the analysis of the existing eco-labels is the fact that the criteria are in most cases not explicitly directed to specific service components. The analysis therefore has been conducted considering the general service areas identified as main constituents of the camp site service:

Reception, Sanitary , Accommodation, Shop and Catering, Leisure, Maintenance.

Analysis of criteria and description of the results

The analysis of the environmental impacts by means of existing eco-label criteria has been conducted in order to assess the main environmental impacts of the elements constituting the product group and derive the system boundaries accordingly. The classes of services provided have also been considered.

As already mentioned, since criteria were mostly not associable to a single service component, the analysis has been conducted on service areas as a whole. The number of criteria addressing each service area has been reported as a percentage of the entire criteria of the Eco-Label to confer an idea of the importance given to each area.

Table 4.1 - Percentage distribution of service areas per criteria

Acron ym	Service Area	Further function/ description of area	Criteria in %		
			min	avg.	max
L	Leisure/ Sport/ Health/ Wellness	Animation, Transportation, Experience of local culture, Environmental and natural information. Necessary structures for those activities (Swimming pool, gym, discotheque..)	8	12	15
C	Catering/ Shops	Restaurant, Bar, other food outlets. Shops, Markets, Vendors	12	17	21
S	Sanitary/ Hygiene	Areas and appliances available to guests for their hygiene and the washing and cleaning of their equipment/ textiles. Activities carried out by staff to clean those areas and appliances, washing/cleaning done by staff for rental structures.	13	17	23
A	Accommodation	Pitches, rental mobile or fixed accommodation	7	9	13



M	Management/ Reception/ Information	Environmental management. Relationship with local community. Staff training. Guest communication. Physical reception area (structure) and administrative appliances (computers, printers, photocopiers) used in it.	23	26	33
T	Technical Supply/ Maintenance	Waste management, Security measures, Control and operation of technological equipment and appliances, management of power/ water supply, collection of consumption data	6	13	17
E	Exterior areas/ Landscaping	Maintenance and organisation of green areas and open spaces, (including garden furniture), pest control	3	6	12

Source: Elaboration ACTA

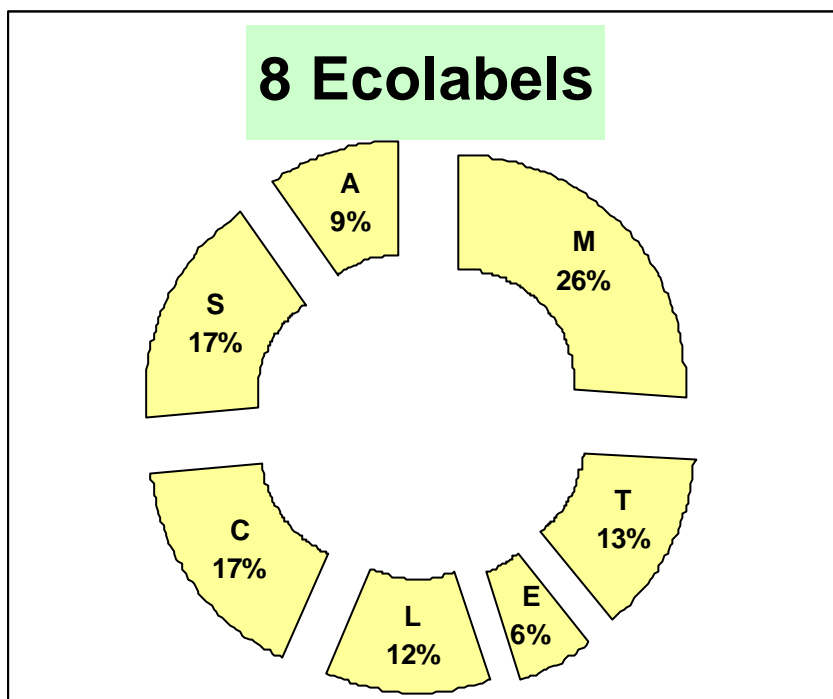
Table 4.2 - Distribution of eco-label criteria per service area (number of criteria)

Eco-Label	L	C	S	A	M	T	E	
Nr. criteria (multiple use)	135	193	192	107	302	147	64	1140
Catalunya	11	7	16	9	19	6	3	71
Clef Verte	22	18	21	11	45	18	19	154
Latvia	24	32	35	19	39	10	6	165
Noegle	11	19	14	8	35	15	7	109
Luxembourg	15	34	31	14	50	30	10	184
Milieubarometer	6	15	12	5	18	12	2	70
Viabono	12	13	11	7	29	12	4	88
Austria	34	55	52	34	67	44	13	299
Percent	12%	17%	17%	9%	26%	13%	6%	100%

Source: Elaboration ACTA on data ECOTRANS

Table 4.2bis - Distribution of eco-label criteria per service area (percent of criteria)

Eco-Label	L	C	S	A	M	T	E	Total
% of criteria	12%	17%	17%	9%	26%	13%	6%	100%
Catalunya	15%	10%	23%	23%	13%	27%	8%	4%
Clef Verte	14%	12%	14%	14%	7%	29%	12%	12%
Latvia	15%	19%	21%	21%	12%	24%	6%	4%
Noegle	10%	17%	13%	13%	7%	32%	14%	6%
Luxembourg	8%	18%	17%	17%	8%	27%	16%	5%
Milieubarometer	9%	21%	17%	17%	7%	26%	17%	3%
Viabono	14%	15%	13%	13%	8%	33%	14%	5%
Austria	11%	18%	17%	17%	11%	22%	15%	4%
Percent	12%	17%	17%	17%	9%	26%	13%	6%

Graph 4.1 - Distribution of service areas in total

Source: Elaboration ACTA on data ECOTRANS

Observations and results

- ✓ As already mentioned, since criteria were mostly not associable to a single service component, the analysis has been conducted on the whole service area.
- ✓ Criteria which were valid for more than one area have been counted for every such area, resulting in an average of 2 counts per criterion.
- ✓ The graphics show the medium value of criteria for service area and the difference of significance attributed to the environmental impact of the different service areas in the analysed eco-labels.

Looking at the results, one important issue stands out: the high amount of criteria dedicated to the management sector, which therefore seems to appear as the area with the highest environmental impact.

This is due to the circumstance that all the criteria regarding environmental management, staff training, and guest information have been associated to this area.

Most criteria therefore do not directly relate to service components of the “Management/Reception” area, and thus it cannot be regarded as the one with the highest environmental impact, but instead as the area where the entire process has to be organised and managed from. More appropriately we could say that bad management, in any area, is responsible for the highest environmental impact. As previously said, this is the main peculiarity of the “service” compared to the “good”.

Observing the other areas, those with the highest percentage of related criteria are the sanitary and catering sectors (17% each)

In the case of the sanitary area, we are dealing with criteria mostly limiting water and energy consumption through technical measures.



Regarding the catering and shops, the criteria deal principally with organic and regional food, avoidance of disposable cutlery and single packaging. Some labels also have criteria on furniture, illumination and kitchen appliances.

Following, with an average of 13% of criteria, is the technical/maintenance area. Here the criteria mostly regard waste collection, energy supply and safety issues. As in the case of the management area, the criteria here are mostly not directly associable with any of the specific service components, but regard the general field.

The next area in percentage importance (12%) is that of leisure, sport, health and wellness. Here the criteria specifically regard "alternative" leisure offer (mostly information on local natural and cultural characteristics and events), public or environmentally friendly transport and management and use of swimming pools.

A relatively small part of the criteria (9%) is dedicated to the area of accommodation as the core service of camping sites as sub group of "tourist accommodation". There are no criteria at all regarding the pitches as such, but only those dealing with the rental accommodation eventually made available by the camp site, identical to the criteria analysed already for the tourist accommodation product group.

The lowest percentage of criteria (6%) deals with exterior areas and landscaping, a rather important sector of camp sites, but apparently considered of minor environmental impact by the analysed eco-labels. Criteria mainly regard use of pesticides and chemical fertilizers.

Table 4.3 - Considerations on behalf of the geographic situation of the eco-labels

Eco-Label	Geogr. Area	L	C	S	A	M	T	E	Total
# criteria (multiple use)		135	193	192	107	302	147	64	1140
Latvia	North	24	32	35	19	39	10	6	165
Noegle	North	11	19	14	8	35	15	7	109
Total Nord		35	51	49	27	74	25	13	274
%north		13%	19%	18%	10%	27%	9%	5%	100%
Clef Verte	Center	22	18	21	11	45	18	19	154
Luxembourg	Center	15	34	31	14	50	30	10	184
MilieuBarometer	Center	6	15	12	5	18	12	2	70
Viabono	Center	12	13	11	7	29	12	4	88
Austria	Center	34	55	52	34	67	44	13	299
Total Center		89	135	127	71	209	116	48	795
% center		11%	17%	16%	9%	26%	15%	6%	100%
Catalunya	South	11	7	16	9	19	6	3	71
%south		15%	10%	23%	13%	27%	8%	4%	100%
Total Percent		12%	17%	17%	9%	26%	13%	6%	100%

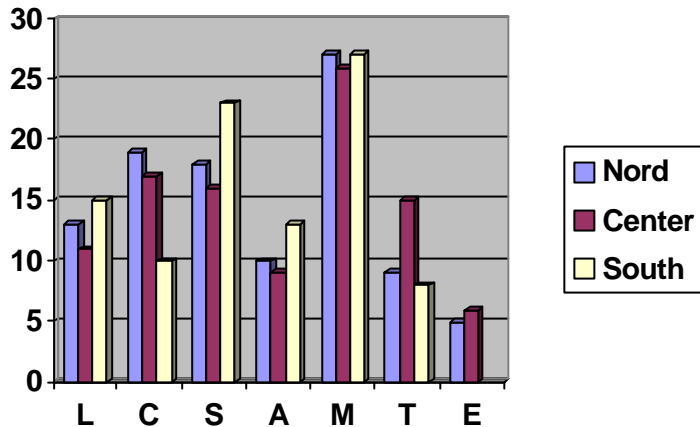
Source: Elaboration ACTA



Of the analysed eco-labels, two are situated in northern Europe, five in central and one in southern Europe.

While the percentage of criteria regarding the management area is consistent with the average in the three geographic regions, in other areas distinctive differences can be detected.

Graph 4.2 - Percentage distribution of criteria per service areas among 3 European macro regions



Source: Elaboration ACTA

Remarkable, for example, the higher number of criteria in the catering sector for the northern and central European labels, compared to the southern one.

The opposite is true for the sanitary area, where the southern European label shows a higher incidence of criteria than the other two geographic regions.

Also noteworthy the greater importance given to the technical and maintenance area in central Europe compared to north and south. This is probably due to the insistence upon criteria regarding waste management, very present in the central European labels.

4.2 Environmental aspects, impacts, objectives

It is important to explain what is meant by type of environmental objectives and subsequent Environmental Aspects/Objectives. The voices reported by Annex I of the Regulation are of different logical nature and it is necessary to clarify the way these issues have been referred to.

Annex I reports issues which are in the two categories of environmental aspects (quality of air, quality of water, environmental safety, biodiversity), and environmental objectives (soil protection, waste reduction, energy saving, prevention of global heating, protection of the ozone layer). Management of natural resources (and also waste reduction, stated above) can be considered as an action which must be undertaken in order to reduce the impacts on the environmental aspects and to reach the environmental objectives.



For purpose of analysis, we have divided the above stated environmental aspects in primary and secondary Environmental objectives as follows:

primary objectives:

- 1 Energy related issues according to a life cycle approach (origin of energy, energy use)
- 2 Water related issues
- 3 Waste related issues
- 4 Chemical related issues
- 5 Noise reduction
- 6 Biodiversity
- 7 Environmental safety

and secondary objectives:

- 8 Soil protection
- 9 Climate related issues (Protection of the ozone layer, Prevention of global heating)
- General landscape integration
- 10 Environmental awareness and involvement
- 11 Comfort and safety

The secondary objectives are mainly an action which has to be taken in order to achieve the primary objectives.

In order to better explain and illustrate the differences of the environmental issues listed in Annex I of the Regulation, the following examples are made, which will be underlined by the collected and analysed data of this chapter.

ENERGY is mainly used for heating (air and water) and lighting of common areas and sanitary facilities and eventually of fixed structures for rent, if present.

WATER use is largely due to customer use of the sanitary facilities (washing basins, toilet and shower) and the filling of the mobile structures' own water tanks. Cleaning also implies water consumption/usage (to clean the common services, sanitary facilities, leisure areas). A very common service in camp sites is the offer of swimming pools, which involves considerable water consumption. The biggest impact is therefore generally that of the sanitary services, followed by wellness/leisure activities.

WASTE can be considered as one of the most important impacts deriving from camp site service, since there will be not only the waste resulting from the management and service offer of the site, but also that originating from the guests' own operation of their "mobile households" (principally cooking and cleaning/washing in tents, caravans and mobile homes) which is considerably superior to that resulting from the production of food and lodging service for the same number of guests by a single operator like a restaurant kitchen or a housekeeping department.

It has been chosen to consider the impacts on NATURAL RESOURCES as deriving from the material used to build the structural elements of the camp site, not considering energy and water which are also natural resources. This may be an important aspect



where the site contains many buildings and facilities, which may have environmentally friendly furniture and interior decoration or not. In fact, decoration may play an important part if it chooses to use rare resources, thus affecting the BIODIVERSITY of the environment. The planting and treatment of green areas on camping sites e.g. in nature protected areas with rich fauna and flora (wetlands, river sides, coastal zones) may have significant impacts on BIODIVERSITY.

ENVIRONMENTAL SAFETY is influenced mainly by detergents which may pollute the environment (SOIL and WATER) if not managed correctly, through, for example, the choice of environmentally friendly detergents and through moderate use by both staff and guests in their own structures. On the second issue, however, the camp site management itself has only limited influence, for example through the offer of certain products opposed to others in the site’s own shop (particularly important for the chemicals used for portable toilets).

Below, a scheme which illustrates the potential environmental impact of a service area, in this case the sanitary sector, rated from 0 to 3, where 0 means “no impact” or not measurable and 3 “heavy environmental impact”.

Table 4.4 - The potential environmental impact of the Sanitary/Hygiene service area

Environmental aspects	Sanitary/Hygiene				
	Purchase of the goods to supply the service	Supply of the service			Management of waste
		Cleaning the facilities	Supply of hot/cold water	Using of the facilities by the customer	
Quality of air	2 (transportation of necessary goods)	1	0-3 (it depending on hot water system, solar system: 0, oil-based-system 3)	1	1
Quality of water	1-2 (depending on goods and their production and use, e.g. chemicals for portable toilets have medium impacts in quality of water)	2-3	2	2	1-2
Soil protection	1	1	0-1	1	1
Waste reduction	3	2	1	2	3
Energy saving	2-3 (production, traffic for purchase of goods)	1-2	3	3	2
Natural resource management	2	1	3	3	3 (because of recycling)
Global heating prevention	2	1	3	2	2
Ozone layer	1	0-1	0-1	1	1

Environmental safety	1	1-2	0 -3 (it depends on the hot water system, solar system: 0, oil-based-system 3)	1	2
Noise	1-2 (traffic)	1-2 (cleaning machines)	1	1	1
Bio-diversity	0-1	1-2 (if insect killers are used)	1	0	1

Source: Elaboration ACTA/ECOCAMPING

Environmental impact analysed by service areas

Based on the experiences of other European Eco-Labels and the environmental audits carried out by ECOCAMPING in 37 European camp sites, the environmental impact of the different service areas and components of a camp site has been analysed.

It has to be pointed out that the following data are assessments which rely on the research results and experience of several experts who over the last years have carried out environmental audits and consultancies in a great number of European camp sites.

For many of the service components no concrete data exist yet which would allow a statistically significant quantitative assessment of the environmental impact according to a Life Cycle Analysis. Therefore it has been decided to choose a qualitative approach, awarding to the single service components a grade from 0 (no impact or not classifiable) to 3 (heavy impact).

This has made possible an approximate calculation of the environmental impact, calculating the relationship of the cumulative “grade” of a component against the maximum possible environmental impact score (24) in case a 3 was reported for each of the 8 environmental fields.



Table 4.5 - Environmental impact analysed by service area and component

Basic service	Service components	Energy origin	Water origin/ kind of water	Waste water	Chemicals acquired	Waste production	Noise reduction	Biodiversity	Environmental safety	TOTAL per component	% on max. reachable for component
Management/ Reception/ Information	use of paper	2	2		1	1				6	25,0%
	EDV, INTERNET	2								2	8,3%
Accommodation	accommodation for hire	2	2	2	2	2				10	41,7%
	sleeping equipment for hire	2	2	2	2	1				9	37,5%
	caravan pitch	2	2	3		3				10	41,7%
	tent pitch	1	1				2	1		5	20,8%
	mobil home pitch	2	2	3	1	3				11	45,8%
	car parking inside	2						3		5	20,8%
	car parking outside	1						1		2	8,3%

Basic service	Service components	Energy origin	Water origin/ kind of water	Waste water	Chemicals acquired	Waste production	Noise reduction	Biodiversity	Environmental safety	TOTAL per component	% on max. reachable for component
Catering/Shops	restaurant	3	3	3	3	3	1		1	17	70,8%
	food shop	3	1	2	2	3	1			12	50,0%
	take away food	3	2	1	1	3				10	41,7%
	with bar	2	2	2	2	3	1			12	50,0%
	kiosque	3	2	1	1	3				10	41,7%
	Licensed to sell alcoholic drink									0	0,0%
	cooking facilities	3	2	2	2	2	1			12	50,0%
	electric cooking	3				2	2			7	29,2%
	microwave	2				1	2			5	20,8%
	ice available	3	1	1	1	3	1			10	41,7%
	outdoor barbecue	3	1	1	3	3	2			13	54,2%
	fish cleaning facilities	1	2	2	2	2				9	37,5%



Basic service	Service components	Energy origin	Water origin/ kind of water	Waste water	Chemicals acquired	Waste production	Noise reduction	Biodiversity	Environmental safety	TOTAL per component	% on max. reachable for component
Sanitary/ Hygiene	wash basin-cold water	1	3	3	3	1				11	45,8%
	hot water	3	3	3	3	1				13	54,2%
	cold water	1	3	3	3	1				11	45,8%
	water	3	3	3	3	1				13	54,2%
	washing up-cold water	1	3	3	3	1				11	45,8%
	washing up-hot water	3	3	3	3	1				13	54,2%
	washing machine	3	3	3	3	1	2			15	62,5%
	dryer/ tumbler	3				1	2			6	25,0%
	drying room	3				1				4	16,7%
	electric shave points	1					1			2	8,3%
	electric point for hairdriers	2					3			5	20,8%
	ironing facilities	2								2	8,3%
	slop sink		1	3	1					5	20,8%
	chemical toilet disposal point		1	3	1					5	20,8%
	lighting of sanitary sector	3					2			5	20,8%
	heating of sanitary sector	3	1	1	1	1	1		3	11	45,8%
cleaning of sanitary sector	2	3	3	3		2	2		2	17	70,8%

Basic service	Service components	Energy origin	Water origin/ kind of water	Waste water	Chemicals acquired	Waste production	Noise reduction	Biodiversity	Environmental safety	TOTAL per component	% on max. reachable for component	
Sport/Wellness/Health/Leisure	swimming pool	2	3	3	3	2			3	16	66,7%	
	heated swimming pool	3	3	3	3	2			3	17	70,8%	
	bathing beach or lake		2	2	1	1			2	8	33,3%	
	water slide	1	1	1	2		2		1	8	33,3%	
	windsurfing								1	1	4,2%	
	diving facilities	1				1	1		1	4	16,7%	
	motor boat hire	3				3	1	3	3	13	54,2%	
	sailing/rowing/canoing	1				3	1			5	20,8%	
	tennis court	3	2			1	1	1		8	33,3%	
	raquet sports									0	0,0%	
	shooting range	2					2	3	3	10	41,7%	
	solarium	3	2			3	2			10	41,7%	
	jacuzzi									0	0,0%	
	sauna	3	3			3	2			11	45,8%	
	gym									0	0,0%	
	exercise track									0	0,0%	
	riding/pong trekking		2			1	3			6	25,0%	
	cycle hire	1	2			2	1	1		7	29,2%	
	angling								3	1	4	16,7%
	mini golf	1					2			3	12,5%	
	golf	3	3			2	2	2	3	15	62,5%	
	animation	2	2			2	3	2		11	45,8%	
	evening entertainment	2	1				1	3		7	29,2%	
	excursions by bus	3				2	2	3		10	41,7%	
	excursions by motor boat	3				3	2	3		11	45,8%	
	excursions (cycle/horse/walking)						1			1	4,2%	
	zoo	2	2			2	2	2		10	41,7%	

Basic service	Service components	Energy origin	Water origin/ kind of water	Waste water	Chemicals acquired	Waste production	Noise reduction	Biodiversity	Environmental safety	TOTAL per component	% on max. reachable for component
Exterior Areas/ Landscaping	divided into sections							2		2	8,3%
	grassy areas	3	2		2	3	3	2		15	62,5%
	shaded areas									0	0,0%
	asphalt areas	1						3		4	16,7%
	gravel areas	1			1			3		5	20,8%
	flower beds	2	3		2	2		3		12	50,0%
	fruit trees	1	1			2		2		6	25,0%
	playground	1	2			2	3	2		10	41,7%
	games		1			1	3	2		7	29,2%
Technical Supply/ Maintainance	calor gas/camping gas for sale	3			1	2	1		3	10	41,7%
	tv for hire	3								3	12,5%
	radio for hire	1								1	4,2%
	satellite tv connection on the pitch									0	0,0%
	water connection on the pitch	2	3	3						8	33,3%
	waste water outlet on the pitch			3					3	6	25,0%
	facilities for moto caravan tanks	1	2	3	3		1		3	13	54,2%
	electric point for tents	2								2	8,3%
	electric point for caravans	3								3	12,5%
	car wash area	2	3	3	3		2		3	16	66,7%

Source: Elaboration ACTA/ECOCAMPING

The results of this analysis allow different considerations:

A) Comparison between impact, eco label criteria and incidence of specific service areas



In the following table, in the first column the service categories are listed and for each the percent environmental impact is reported for the primary and secondary environmental objectives, second and third column respectively.

In the fourth column the criteria relating to that category are reported as percent of the total criteria of 8 European Eco-Label.

In the last column the presence in official guides is reported as percent of the total services analysed in the camp site sample discussed in Chapter 3.

From the following analysis we can see the importance given to each category by the existing Eco-Label compared to the calculated environmental impact.

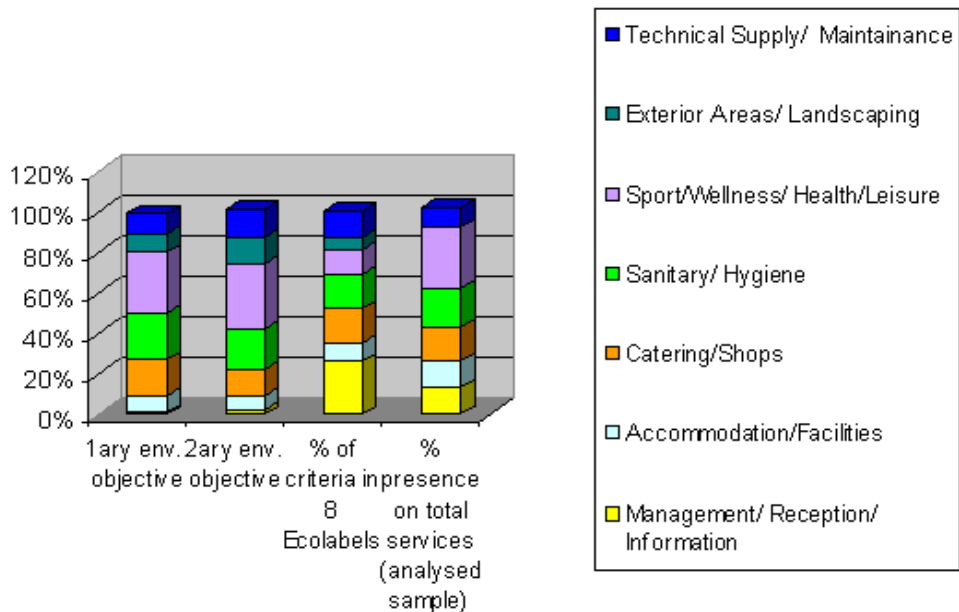
Table 4.6 - Comparison between impact, Eco-Label criteria and incidence of specific services

Service categories	Primary env. objectives	Secondary env. objectives	% of criteria in 8 Eco-Labels	% presence on total services (analysed sample)
Management/ Reception/ Information	1%	2%	26%	13%
Accommodation/Facilities	8%	7%	9%	13%
Catering/Shops	18%	13%	17%	17%
Sanitary/ Hygiene	23%	20%	17%	19%
Sport/Wellness/ Health/Leisure	30%	32%	12%	30%
Exterior Areas/ Landscaping	9%	13%	6%	Not reported
Technical Supply/ Maintenance	10%	14%	13%	10%
Total	100%	100%	100%	100%

Source: Elaboration ACTA

The above data are reported in the following graph.

Graph 4.3 - Comparison of environmental impact and importance of service areas
comparison of environmental impact and importance of service areas



Source: Elaboration ACTA

It can be immediately observed, that the assessment of environmental impact and the importance given by eco-label criteria are rather similar for the **accommodation** (regarding only eventual accommodation for rent in both cases) **sanitary, catering** and **technical** area.

For the services regarding **exterior areas and landscaping**, the calculated environmental impact is higher than the importance assigned by the eco-labels, particularly concerning the secondary environmental objectives.

A strong divergence can be noted in the area connected to **leisure services**. The analysed eco-labels dedicate only a small percentage of their criteria to this sector, while the probable environmental impact of the components of this area appears very high. One reason probably is that (similar to the EU Flower for Tourist Accommodation) the Eco-Label concentrated their criteria on the core services of the product group “tourist accommodation” (reception, accommodation, sanitary services, common areas), other “additional services” as e.g. restaurant or swimming pool form an own product group. From the customers’ point of view an Eco-Label for accommodation can not totally neglect environmental impacts of additional services as they are offered in the same building or site. Therefore (at least) few criteria relate to such additional services. As this sector is also the most represented in the whole panoramic of services in European camp sites, it appears important to direct efforts towards limiting the impact of this area’s components.

The environmental impact of the management/reception sector is very low. The high number of eco-label criteria dedicated to it is due to the general environmental management criteria (guest information, staff training, organisation etc with relation to ALL services offered) appearing in this sector.



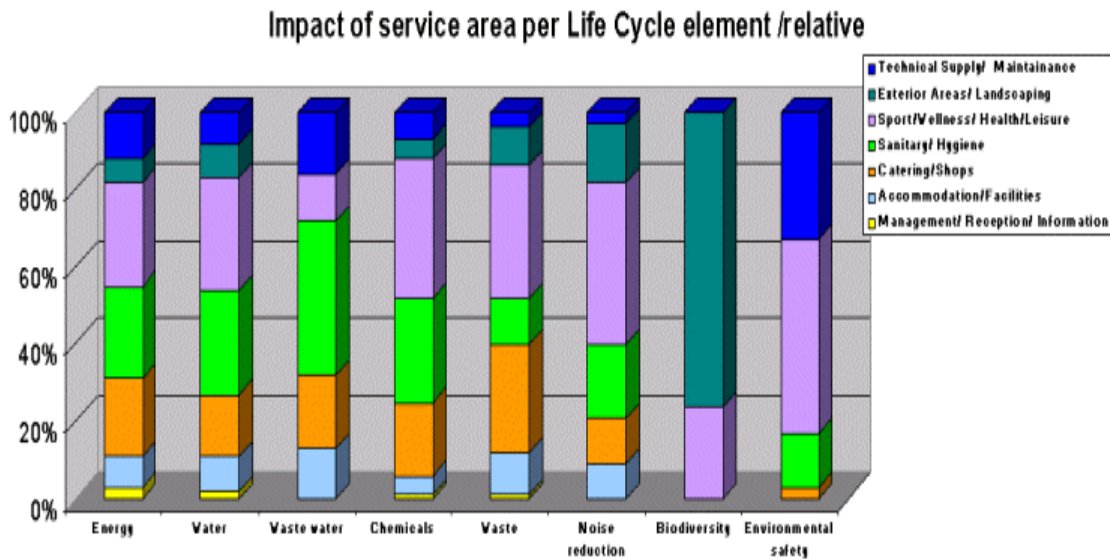
B) Analysis of impact of the service areas per Life Cycle (primary environmental objectives)

Table 4.7 - Analysis of impact of the service areas per Life Cycle calculated by total of grades (0-3) reached per service area in relation to the total value per Life Cycle element.

	Energy	Water	Waste water	Chemicals	Waste	Noise reduction	Biodiversity	Environmental safety
% on total env. Impact	22,3%	15,3%	11,9%	16,1%	15,7%	9,1%	3,9%	5,6%
Management/ Reception/ Information	3%	2%	0%	1%	1%	0%	0%	0%
Accommodation/Facilities	8%	9%	13%	5%	11%	9%	0%	0%
Catering/Shops	20%	16%	19%	19%	28%	12%	0%	3%
Sanitary/ Hygiene	24%	27%	40%	27%	12%	19%	0%	14%
Sport/Wellness/ Health/Leisure	27%	29%	12%	36%	34%	42%	24%	50%
Exterior Areas/ Landscaping	6%	9%	0%	5%	10%	15%	76%	0%
Technical Supply/ Maintainance	12%	8%	16%	7%	4%	3%	0%	33%
	100%	100%	100%	100%	100%	100%	100%	100%

Source: Elaboration ACTA

Graph 4.4 - Impact of service area per Life Cycle element on total environmental impact



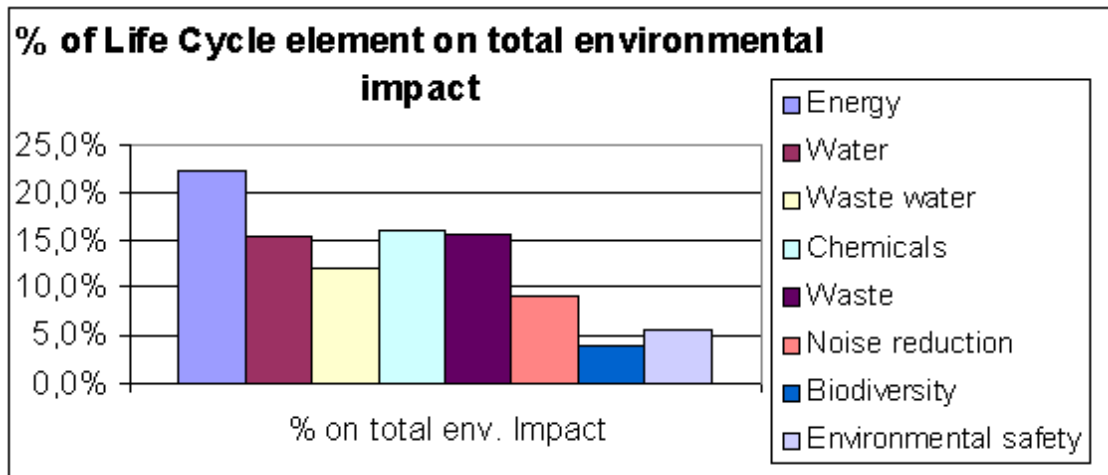
Source: Elaboration ACTA

It appears clear how the area of leisure related services has the most important impact on nearly all the life cycle elements which is due also to the high number of service components present in this area. Only in the waste water field the sanitary sector shows

a higher impact, and regarding waste production catering and shops reach similar values.

Also significant is the high impact of the technical and maintenance sector on environmental safety.

Graph 4.5 - Percent of Life Cycle element on total environmental impact



Source: Elaboration ACTA

C) Analysis of absolute impact of the service areas per Life Cycle calculated by grade reached per area on maximum value possible for every area

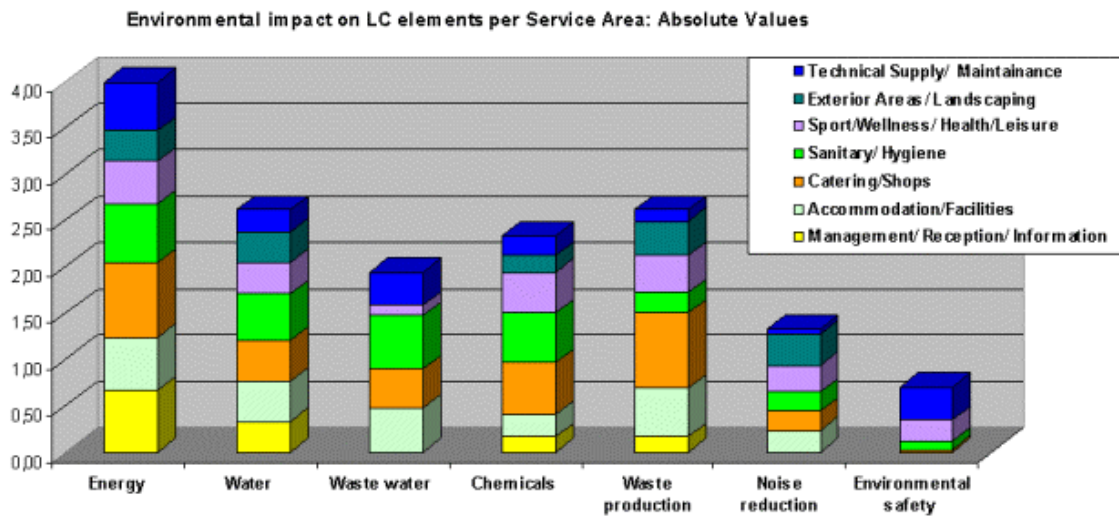
The following table lists for each service area and Life Cycle element the amount of impact (sum of impact values) (“0,..”) in relation to the highest possible value (“1”) calculated adding the highest possible values for all service components of this area. (Example: if the sum of all components in the area Management/Energy amounts to 6, and the amount reached is 4, the absolute impact is 0,67)

The difference to the approach used under B) is that here the quantity of service components present in a service area do not influence the result directly.

Table 4.8 - Absolute impact of the service areas per Life Cycle

Basic service	Energy	Water	Waste water	Chemicals	Waste production	Noise reduction	Environmental safety
Management/ Reception/ Information	0,67	0,33	0,00	0,17	0,17	0,00	0,00
Accommodation/ Facilities	0,57	0,43	0,48	0,24	0,52	0,24	0,00
Catering/Shops	0,81	0,44	0,42	0,56	0,81	0,19	0,03
Sanitary/ Hygiene	0,63	0,50	0,57	0,54	0,22	0,20	0,09
Sport/Wellness/ Health/Leisure	0,46	0,33	0,11	0,44	0,40	0,30	0,21
Exterior Areas/ Landscaping	0,33	0,33	0,00	0,19	0,37	0,33	0,00
Technical Supply/ Maintainance	0,52	0,24	0,36	0,21	0,12	0,06	0,36

Source: Elaboration ACTA
 (Note: Biodiversity has not been considered in this table)



The analysis of the service areas and the Life Cycle elements shows clearly that the heaviest impact takes place in the field of energy use. At some distance, this is followed by water and waste, then chemicals and waste water. Noise, though still important, shows less incidence. Environmental safety appears the least affected element, with some significant impact only from the technical area.

It is interesting to observe how, when analysed by absolute values per service area and therefore not influenced by the quantity of service components present in each area, the leisure area loses its primary position to the sanitary and catering area.



Conclusion

While the environmental impact of the leisure related area is certainly important considering the great number of its components and their significant presence on European camp sites (with 30% the highest of all areas), when every area is also analysed as a whole universe, the sanitary and catering sector and the connected components appear to be the areas where corrective measures are most likely to show important results towards the reduction of environmental impact.

From the point of view of environmental objectives, Energy and Water appear those on which the heaviest impact occur.

Environmental impact analysed by service components

In the following table the elements have been grouped by environmental impact: the percentage values have been reached calculating the maximal possible amount for each component (adding those of the different Life Cycle elements) in relation to the actually reached amount.

Table 4.9 - Environmental impact of service components

3		2		1	
Service components	% on max. reachable for component	Service components	% on max. reachable for component	Service components	% on max. reachable for component
restaurant	70,8%	mobil home pitch	45,8%	calor gas/camping gas for sale	41,7%
cleaning of sanitary sector	70,8%	wash basin-cold water	45,8%	sleeping equipment for hire	37,5%
heated swimming pool	70,8%	shower-cold water	45,8%	fish cleaning facilities	37,5%
swimming pool	66,7%	washing up-cold water	45,8%	bathing beach or lake	33,3%
car wash area	66,7%	heating of sanitary sector	45,8%	water slide	33,3%
washing machine	62,5%	sauna	45,8%	tennis court	33,3%
golf	62,5%	animation	45,8%	water connection on the pitch	33,3%
grassy areas	62,5%	excursions by motor boat	45,8%	electric cooking	29,2%
outdoor barbecue	54,2%	accommodation for hire	41,7%	cycle hire	29,2%
wash basin-hot water	54,2%	caravan pitch	41,7%	evening entertainment	29,2%
shower-hot water	54,2%	take away food	41,7%	area for ball games	29,2%
washing up-hot water	54,2%	kiosque	41,7%	use of paper	25,0%
motor boat hire	54,2%	ice available	41,7%	drger/tumbler	25,0%
facilities for moto caravan tanks	54,2%	private shooting range	41,7%	riding/pong trekking	25,0%
food shop	50,0%	solarium	41,7%	fruit trees	25,0%
club house with bar	50,0%	excursions by bus	41,7%	waste water outlet on the pitch	25,0%
cooking facilities	50,0%	zoo	41,7%		
flower beds	50,0%	children playground	41,7%		
				tent pitch	20,8%
				car parking inside	20,8%
				microwave	20,8%
				electric point for hairdriers	20,8%
				slop sink	20,8%
				chemical toilet disposal point	20,8%
				lighting of sanitary sector	20,8%
				sailing/rowin g/canoing	20,8%
				gravel areas	20,8%
				heated drying room	16,7%
				diving facilities	16,7%
				angling	16,7%
				asphalt areas	16,7%
				mini golf	12,5%
				tu for hire	12,5%
				electric point for caravans	12,5%
				EDV, INTERNET	8,3%
				car parking outside	
				electric shave points	8,3%
				ironing facilities	8,3%
				divided into sections	8,3%
				electric point for tents	8,3%
				windsurfing	4,2%
				excursions (cycle/horse/wal king)	4,2%
				radio for hire	4,2%

Ordering the service components by the importance of their environmental impact, and dividing them into 3 classes (corresponding to the evaluation 1-3 they have been subjected to: 3 heavy impact, 2 significant impact, 1 low impact), the 18 elements in the “3” group appear to be of relatively heavy impact.

Some of them, like restaurant service and the sanitary sector, are judged also important by most of the eco-labels, with a number of criteria.

Others, like swimming pools, golf areas and flower beds are either not considered at all, or only very marginally.

Relationship between environmental impact and diffusion of service components



In order to understand, what the real impact of those service components can be, we have to take into account not only the absolute data on environmental impact and/or consumption, but also on the incidence those services have, because of their diffusion at European level.

Therefore, when we combine the data on environmental impact and the research carried out in chapter 3, we obtain the following classification:

Table 4.10 - Relationship between environmental impact and diffusion of service components

Significance of impacts	Service components	Diffusion of components	% of env impact
<i>C = AXB</i>		<i>A</i>	<i>B</i>
0,71	<i>cleaning of sanitary sector</i>	100%	70,8%
0,54	<i>shower</i>	100%	45,8%
0,39	<i>restaurant</i>	54,70%	70,8%
0,36	<i>swimming pool</i>	54,21%	66,7%
0,29	<i>club house with bar</i>	57,92%	50,0%
0,28	<i>food shop on site</i>	56,44%	50,0%
0,25	<i>use of paper</i>	100%	25,0%
0,21	<i>tent pitch</i>	100%	20,8%
0,21	<i>car parking inside</i>	100%	20,8%
0,17	<i>organized/evening entertainment</i>	36,14%	29,2%
0,12	<i>calor gas/camping gas</i>	28,96%	41,7%
0,12	<i>tennis</i>	35,40%	33,3%
0,10	<i>washing up</i>	17,82%	54,2%
0,10	<i>cycle hire</i>	32,92%	29,2%
0,09	<i>washing and ironing facilities</i>	14,85%	62,5%
0,09	<i>electric point for hairdryers</i>	41,58%	20,8%
0,08	<i>area for ball game</i>	28,96%	29,2%
0,08	<i>mobile home accepted</i>	17,08%	45,8%
0,08	<i>bathing beach or lake</i>	23,02%	33,3%
0,07	<i>barbecue outdoor</i>	13,61%	54,2%
0,06	<i>angling</i>	34,41%	16,7%
0,06	<i>golf</i>	8,91%	62,5%
0,05	<i>take away</i>	12,13%	41,7%
0,05	<i>electric point for caravans</i>	39,60%	12,5%
0,05	<i>chemical toilet disposal point</i>	23,27%	20,8%

0,05	<i>bungalows</i>	11,63%	41,7%
0,04	<i>sauna</i>	8,91%	45,8%
0,04	<i>car wash area</i>	5,94%	66,7%
0,04	<i>caravans accepted</i>	8,91%	41,7%
0,03	<i>kiosk</i>	8,17%	41,7%
0,03	<i>cooking facilities</i>	5,69%	50,0%

Source: Elaboration ACTA

Observations and Results

Methodology

Only components with a significance over 0,3 have been taken into consideration.

Some components which are present only in northern Europe have not been included for lack of comparable data. Some of those, particularly the heating of the sanitary sector and the swimming pools have potentially a very high environmental impact and therefore further research will have to explore this area more into detail.

Some of the service components have been united in one voice (for example animation/entertainment) because of their very similar impact and distribution.

Conclusion

It appears obvious that some service components have an environmental impact which is too heavy not to be considered very into depth in the phase of criteria development. Those are in particular connected to restaurant and catering activities, to the sanitary and the leisure sector, regarding service components which are present in all or a great number of camp sites and are requested by most, if not all guests.

Considering the heavy impact those components have in particularly on the elements energy, water and waste, and which has until now only partially been considered by the existing Eco-labels, an into-depth study of the most impacting components and the possibility of regulation seems certainly necessary.

4.3 Consumption data

Introduction

The definition of the context of environmental impact assessment is such that there is no uniformly collected data which would allow a just comparison of consumption levels of the different main variables of the lodging service (energy and water consumption, and waste production) in the entire European territory.

It is important to point out that consumption is the result of the use of a good. This is in fact no less than the very fruition of the service: using resources and producing waste.

The final environmental impact depends on the QUALITY (source of energy) and QUANTITY of the consumption (per use unit, e.g. per overnight stay).

The factors influencing consumption are the quantity of resources used per minute and the time of use.



In accommodation, specifically camp sites, the main aspects of consumption are due to the following:

- consumption of “consumer goods” , including disposable toiletries found in the bathroom or pens, paper and food;
- consumption of energy, water;
- consumption of furniture, equipment, building and maintenance material.

Reducing consumption will lead to the reduction of use of resources and to the reduction of waste.

Since consumption occurs in the purchase and the use phases, limiting consumption entails:

- limiting the waste production from use of consumption goods;
- limiting the purchase of goods with high impacts on the environment (production, transport, waste);
- limiting the consumption of energy and water when using and maintaining (cleaning, repairing, etc.) the goods.

4.3.1 *Influencing factors for consumption*

As was introduced above, consumption depends upon factors in all three phases of the life cycle. Following are listed briefly the factors influencing consumption in all three phases of the life cycle.

In the **PURCHASING (origin)** phase consumption of material goods depends on how much material is bought and of which kind; the consumption of resources depends on use.

The influencing factors are of either are :

1. **services offered, level of comfort (eventual rental accommodation and its style, leisure activities)**
2. **size of buildings (nr. of rooms > energy), size of rooms (>energy, chemicals for cleaning) size of sanitary areas (>energy, chemicals for cleaning)**
3. **technical standard of buildings (e.g. insulation material) and appliances (e.g. boiler)**
4. **climatic conditions (e.g. altitude > energy)**
5. **environmental quality of the goods (consumption, use)**
6. national, regional legislation (>waste management, taxes, regulation for minimum qualities and consumption)
7. local/regional availability of goods: offer, cost
8. expectations of guests (fit for use)
9. direct competitiveness in the destination (fit for use)

In bold are reported the influencing factors having more influence.



In **PROVIDING THE SERVICE (use)** consumption of both material goods and resources depends on :

1. **behaviour of guests**
2. **working methods of management/staff**
3. climatic conditions
4. **technical standard of building (e.g. insulation material)**
5. season (summer, winter)
6. occupancy rate
7. national, regional legislation (>waste management, taxes, regulation for minimum qualities and consumption)
8. size of accommodation, size of rooms
9. **services offered, level of comfort (type of accommodation and leisure offer)**
10. direct competitors (fit for use)

The amount and the kind of waste produced depends on the two phases above; this waste can undergo a different **WASTE MANAGEMENT**, depending of the following factors:

1. **working methods of management/staff**
2. **behaviour of guests**
3. **local/regional waste management**
4. **goods on offer in shops/kiosk**
5. climatic conditions
6. national, regional legislation (>waste management, taxes, regulation for minimum qualities and consumption)
7. services offered (type of accommodation, type of leisure activities)

4.3.2 Availability of Consumption Data

Methodology

There is a lack of thorough, reliable and comparable data which cannot be filled until consumption collection becomes habitual rather than exceptional and left to positive cases as it is now.

Since the factors influencing consumption are many and diverse, data should be such as to allow an analysis of the influence of all these factors, even from a statistical point of view.

In order for data based on effective consumption to be reliable and in order to make truthful considerations on them, there would be the need of the following type of data:

Consumption data of camp sites which represent the overall quantities of consumption in dependence on main influencing factors.

Consumption data which represent all types of climatic zones in Europe

This chapter aims at listing and analysing the few existing data regarding consumption and waste production in camp sites in Europe. Those are principally the following:



- a) research carried out by **ADAC** (German automobile club) on camp sites in Germany
- b) data collected during the first phase of the EU project “**VISIT-ECOLAB**” on several European camp sites who are certified with one of the mentioned eco-labels
- c) data collected during the various **ECOCAMPING** processes in several German regions

4.3.3 Analysis of consumption data

A) ADAC Research

Betriebsvergleich für Campingplätze (Comparison of camp sites)

Authors: J. Maschke, L. Bengsch, A. Möller

Allgemeiner Deutscher Automobilclub e.V. (German Automobile Club), 1999

Analysed camp sites: 92 (None with environmental management)

Table 4.11 - Consumption data ADAC

	Minimum	Average	Maximum
Soil use		270 m ²	339 m ²
Water consumption	22 lt (0,02 m ³) per overnight stay	97 (0,1 m ³) lt per overnight stay (hotels 0,18 m ³)	173 lt (0,17 m ³) per overnight stay
Energy consumption	2,3 kWh per overnight stay	8,1 kWh per overnight stay (hotels 38,6)	26,1 kWh per overnight stay
Waste	0,4 lt per overnight stay	4 lt per overnight stay	11 lt per overnight stay

Source: Elaboration ACTA on ADAC data

Observations:

Soil use: There is a high environmental impact if most of the area is covered with asphalt/cement, and if chemical fertilizers and/or pest control are used

Water consumption: Increases with standard of equipment and outfitting: sites with more than 50m² per pitch have an average water consumption of 113, 2 lt (0,11 m³) per night. Leisure activities as swimming pools, sauna and solarium also cause an average consumption of 110 lt (0,11 m³) per night.

Energy consumption: No direct deduction regarding the influence of service components on energy consumption is possible. 38% of the analysed sites use electricity and fuel, 45% electricity and gas, 17% electricity, fuel and gas.



Waste: Two significant factors appear: sites open the whole year produce a major quantity of waste (av. 4,7 lt per night) and sites with a functioning waste management policy reduce the amount of waste significantly (av 1,5 lt per night)

Very relevant the high incidence of recyclable waste (paper, glass, plastic, organic) in camping sites, with an average of 50%, up to 90% if there is separate collection also of gardening refuse.

B) ECOTRANS e.V.

- Project: VISIT (ECO-LAB) – LIFE ENVIRONMENT
- workpackage 3: Eco-Label

activity: VISIT Ecomaat: environmental consumption and cost of certified hotels and camping sites

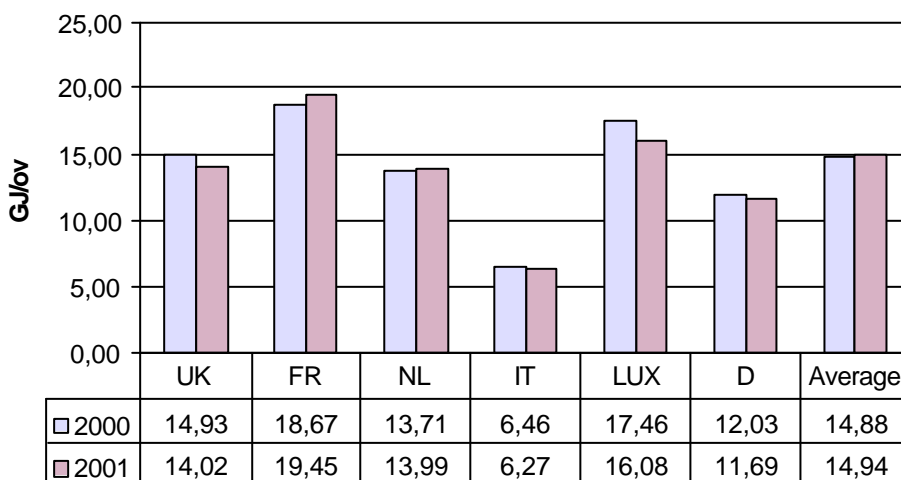
- Report: internal report: 12th December 2003
- by: Boschvaart (external expert)

Results (excerpt)

VISIT Partner/ Supporter	Number of camping sites
Green Tourism Business Scheme (United Kingdom)	1
Milieubarometer (Netherlands)	10
Legambiente Turismo (Italy)	2
Eco-Label Luxembourg	6
La Clef Verte (France)	10
Ecocamping (Germany)	13
Total	42

Energy

Graph 4.6 - Energy consumption in GJ per overnight stay



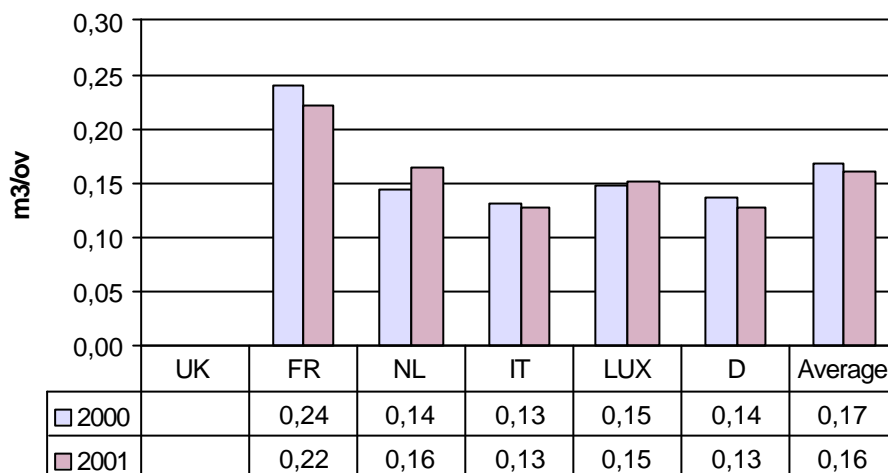
Source: Elaboration Ecotrans



The average energy consumption in 2000 and in 2001 is about 14,9 GJ (0,41 kWh) per overnight stay.

Water

Graph 4.7 - Water consumption in cubic meters per overnight stay

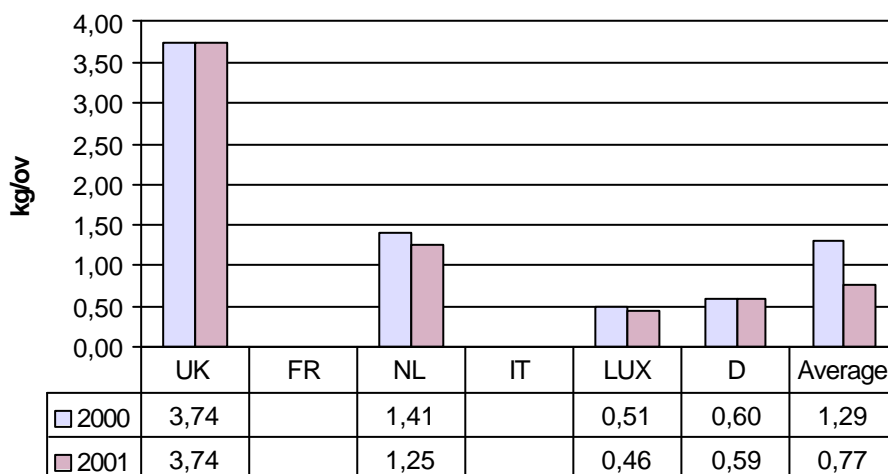


Source: Elaboration Ecotrans

The average water consumption in 2000 is 0,17 cubic meters per overnight stay, in 2001 the consumption is 0,16 m3 per overnight stay;

Waste

Graph 4.8 - Waste production in kilograms per overnight stay



Source: Elaboration Ecotrans



The average waste production drops drastically from 1,29 kilograms per overnight stay in 2000 to 0,77 kilograms per overnight stay in 2001;

The consumption per m² and per overnight stay differ extremely, dependent on services offered, technical and management standards, occupancy rate, climate, etc. (see table below).

Table 4.12 - Consumption data VISIT Eco-lab

	Unit	Camp min	Camp average	Camp max	Hotel min	Hotel average	Hotel max
Energy	kwh/ov	1,67	4,17	10,29	4,73	15,57	34,75
Water	m ³ /ov	0,06	0,16	0,45	0,09	0,25	0,53
Waste	kg/ov	0,44	0,77	3,74	1,08	2,76	6,62

Source: Elaboration ACTA on Ecotrans data

The environmental consumption per overnight at Camp sites is much lower than at hotels, e.g.

- energy consumption: camping < 30 % compared to hotels
- water consumption: camping ca. 60 % compared to hotels
- waste production: camping < 30 % compared to hotels

Within **Camp sites** the maximum differs from the minimum per overnight like follows:

- energy consumption: + 617 %
- water consumption: + 750 %
- waste production: + 850 %

Within **hotels** the maximum differs from the minimum per overnight like follows:

- energy consumption: + 735%
- water consumption: + 589 %
- waste production: + 613 %

Reliability and completeness of data: General Remarks

It appears that in some cases it is rather difficult to obtain reliable data, especially data about waste production and costs for energy consumption, water consumption and waste disposal. Waste production is not known in some cases because the waste is not weighed. Furthermore, businesses probably are somewhat reluctant to provide financial data.

C) Analysis of 32 Ecocamping sites from 1998 to 2002

Source: Marco Walter /ECOCAMPING

Elaboration: Acta



APAT



Average pitches	Av. year long pitches	Av. tourist pitches	Av. Opening months /year	Av. Area (ha)
275	130	145	11	5,4

Source: Elaboration ACTA on data Ecocamping

Table 4.13 - Consumption data Ecocamping

	1999		2000		2001		2002	
Guests	43.375	Per overnight stay	41.622	Per overnight stay	43.405	Per overnight stay	38.718	Per overnight stay
Water (m3)	5.429	0,13	5.396	0,13	5.560	0,13	5.137	0,13
Electricity (kWh)	149.334	3,44	164.554	3,95	160.178	3,69	161.950	4,18
Natural gas (m3)	35.298	0,81	24.806	0,60	28.070	0,65	21.731	0,56
LPG (m3)	17.680	0,41	9.161	0,22	8.724	0,20	1.047	0,03
Fuel (l)	28.302	0,65	20.181	0,48	29.830	0,69	22.051	0,57
Diesel fuel (l)	644	0,01	1.568	0,04	1.257	0,03	1.230	0,03
Petrol (l)	1.438	0,03	1.528	0,04	960	0,02	1.061	0,03
Waste (kg)	18.549	0,43	18.654	0,45	15.529	0,36	21.044	0,54

Source: Elaboration ACTA on data Ecocamping

4.3.4 Comparison

Table 4.14 - ADAC – Camp sites without specific environmental management/Eco-labels

ADAC	Average
water (m3)	0,1
energy (kWh)	8,1
waste (kg)	4

Source. Elaboration ACTA

Table 4.15 - ECOLAB/VISIT: Camp sites with Eco-labels

ECOLAB/ VISIT	Average
water (m3)	0,16
energy (kWh)	4,17
waste (kg)	0,77

Source: Elaboration ACTA on data Ecotrans

Table 4.16 - ECO CAMPING: Camp sites with environmental management

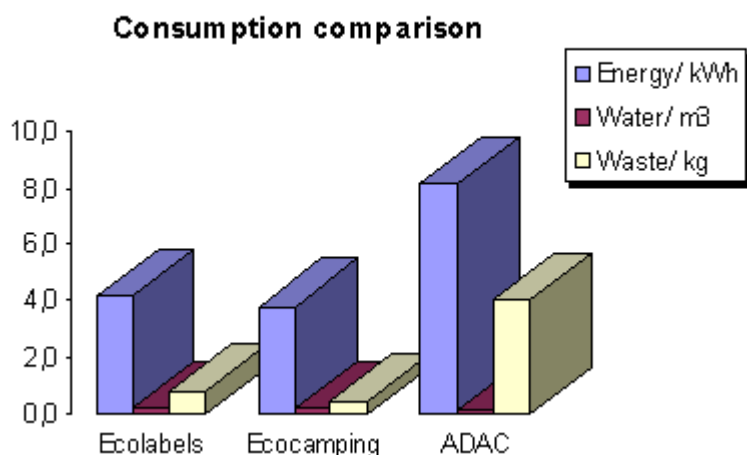
ECO CAMPING	Average
water (m3)	0,1
energy (kWh)	3,8
waste (kg)	0,4

Source. Elaboration ACTA on data ECO CAMPING

Table 4.17 - Overview of average values

per overnight stay	Ecolabels	Ecocamping	ADAC
Energy/ kWh	4,2	3,8	8,1
Water/ m ³	0,2	0,1	0,1
Waste/ kg	0,8	0,4	4,0

Source. Elaboration ACTA

Graph 4.8 - Consumption comparison

Source. Elaboration ACTA

4.3.5 Saving Potential / Conclusions

It can be immediately observed, that in the areas of waste and energy consumption there is an enormous difference between camp sites with an environmental management or label and those without.

While in the water consumption there are no significant differences perceptible, waste is 5 to 10 times superior in the ADAC camp sites and energy consumption appears doubled.

Considering the heavy incidence of Eco-label criteria in the sanitary and catering sector as results from chapter 4, it can be safely supposed that measures like flow reducers on showers and faucets, energy saving light bulbs and separate waste collection are responsible for at least part of these results.

The working hypothesis for the further proceedings of this research may therefore state as follows:

- Application of an Eco-label or introduction of an environmental management scheme can reduce consumption (and therefore environmental impact) of energy of ca. 50% and waste up to 90% .
- Additional (in relation to the existing labels for camp sites) criteria for the leisure and sanitary area may reduce water and energy consumption further, how much needs to be determined by further research on specific service components and their incidence in the European camp site sector.

5 First Draft Criteria Proposal for Camp Site Service

5.1 Structure of the First Draft Criteria: a specific framework for camp site service

The framework of the First Draft criteria intends to show methodological and structural consistency with the existing criteria for tourist accommodation. In addition, the transparency of the criteria adaptation process shall to be guaranteed, as required by EC Regulation 1980/2000.

Adaptation has been conducted as follows:

- some criteria have been adapted to the specific situation of camp site service, through:
 - i. a wording adaptation
 - ii. elaboration of a different type of criteria
 - iii. a different level of requirement (from mandatory to optional and vice versa)
 - iv. a different score system
- some criteria have been added, because not contemplated in the criteria for the tourist accommodation

So:

1. The First Draft Criteria is structured in sections and , where appropriate, according to environmental objective.

As for the criteria structure for tourist accommodation service, the first sections are Energy, Water, Chemical Substances and Waste Management. Within each section, first the quality of the component is tackled, then the consumption quantity. As stated above, the first refers to the purchase phase, the second to both the purchase and the use phase. The other sections tackle noise, biodiversity, quality of air, landscape. The second to last section lists the General Management criteria.

2.Criteria modifications appear as follows: :

- wording adaptation (W)
- adaptation requirement (MO= mandatory to optional)
- score system adaptation (S)
- new criterion (N)

5.2 Matrix of the first criteria proposal



COLOUR CODE

	<i>new criterion</i>
	<i>proposed change from mandatory to optional</i>
	<i>change in wording</i>
	<i>change in score</i>

Table 5.1 - Matrix of the first criteria proposal

modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
					energy	1. Electricity from renewable sources (At least 22 % of the electricity shall come from renewable energy sources)	mandatory	measure
					energy	2. Coal and heavy oils No heavy oils having a sulphur content higher than 0,2 % and no coal shall be used as an energy source.	mandatory	limit
X					energy	3. Electricity for heating At least 22 % of the electricity used for heating common areas, rental accommodation and sanitary hot water shall be from renewable energy sources	mandatory	measure
					energy	4. Boiler efficiency The efficiency of any new boiler (heat generator) bought within the duration of the eco-label award shall be at least 90 %	mandatory	limit
					energy	5. Air conditioning Any air conditioning system bought within the duration of the eco-label award shall have at least Class B energy efficiency	mandatory	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
X		X			energy	6. Window insulation All windows in common areas and rental accommodation shall have an appropriately high degree of thermal insulation according to local climate, and shall provide an appropriate degree of acoustic insulation	mandatory	measure
					energy	7. Switching off heating or air conditioning If the heating and/or the air conditioning is not automatically switched off when windows are open, there shall be easily available information reminding the guest to close the window(s) if the heating or air conditioning is on.	mandatory	management
X					energy	8. Switching off lights If there is no automatic off switch for the light(s) in rental accommodation, there will be easily available information to the guests asking them to turn off the lights when leaving the accommodation.	mandatory	management
X					energy	9. Energy efficient light bulbs (a) Within one year from the date of application, at least 60 % of all light bulbs in the camp site shall have an energy efficiency of Class A (b) Within one year from the date of application, at least 80 % of light bulbs that are situated where they are likely to be turned on for more than five hours a day shall have an energy efficiency of Class A as defined by Directive 98/11/EC.	mandatory	limit
X					water	10. Water source The camp site shall declare to the water authority its willingness to switch to a different water source (e.g. mains water, surface water) if local water protection plan studies show evidence of a high environmental impact from using its current source	mandatory	management

modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
					water	11. Water flow from taps and showers The water flow of the taps and showers shall not exceed 12 litres/minute.	mandatory	limit
X					water	12. Water saving in sanitary areas and bathrooms In the sanitary areas and bathrooms there shall be adequate information to the guest on how to help the camp site save water.	mandatory	management
X					water	13. Waste bins in toilets Each toilet shall have an appropriate waste bin and the guest shall be invited to use the waste bin instead of the toilet for appropriate waste. Where toilets for men and women are separate, this criterion shall be applied only to the female toilets	mandatory	measure
					water	14. Urinal flushing Urinals shall have an automatic or manual flush such that no more than five urinals shall be flushed together	mandatory	measure
					water	15. Leaks Staff shall be trained to check every day for visible leaks and to take appropriate action as necessary. The guest shall be invited to inform the staff of any leaks	mandatory	management
X					water	16. Watering plants and outside areas Flowers and outside areas shall normally be watered before high sun or after sunset, where regional or climatic conditions make it appropriate	mandatory	measure
X					water	17. Waste water treatment All waste water shall be treated. Guests shall be informed about the	mandatory	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
						possibilities of correct disposal of the waste water from their mobile means of lodging.		
X					water	18. Waste water plan The camp site shall ask the local administration for its waste water plan and if there is one will follow it.	mandatory	measure
				X	detergent and disinfectants	19. Chemical toilets : Disposal in a special chemical sink	mandatory	measure
					detergent and disinfectants	20. Disinfectants Disinfectants shall be used only where necessary in order to comply with legal hygiene requirements	mandatory	measure
					detergent and disinfectants	21. Staff training on detergent and disinfectant use	mandatory	management
X					waste	22. Waste separation by guests Adequate receptacles shall be provided to allow guests to separate waste according to local or national systems. Clearly available information in the site's different areas in the local language and at least in English translation, shall ask the guests to separate their waste. Containers for waste separation shall not be more difficult to reach than general waste bins.	mandatory	measure
					waste	23. Hazardous waste The staff shall separate hazardous waste	mandatory	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
					waste	24. Waste separation The staff shall separate waste into the categories that can be handled separately by the local or national waste management facilities	mandatory	measure
X					waste	25. Waste transportation If the local waste management authorities do not collect waste at or near the camp site, the latter shall ensure transportation of its waste to the appropriate site, reducing transport as far as possible	mandatory	measure
X					waste	26. Disposable products Unless required by law, none of the following disposable products shall be used in rental accommodation and shops/ restaurants: — 'one-portion' or 'one-use' toiletries (such as shampoo, soap, shower caps, etc.), — cups, plates and cutlery	mandatory	limit
					other services	27. No smoking in common areas A no smoking section shall be available in common areas	mandatory	limit
X					other services	28. Public transportation Information shall be made easily available to the guests and staff on how to reach the camp site and other local destinations by public transport	mandatory	management
X					general management	29. General maintenance and servicing All equipment used to provide the camp site service shall be serviced and maintained in compliance with the law and when otherwise necessary, and the work shall be carried out by qualified personnel only.	mandatory	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
					general management	30. Maintenance and servicing of boilers (a) Maintenance and servicing of boilers shall be carried out at least yearly, or more often if so required by law or need (b) Testing of efficiency levels and that emissions are within legal limits shall be carried out at least once a year	mandatory	measure
					general management	31. Policy setting and action program The management shall have an environmental policy and shall draw up a simple environmental policy statement and a precise action program to ensure the application of the environmental policy	mandatory	management
X					general management	32. Staff training The camp site shall provide information and training to the staff, including written procedures or manuals	mandatory	management
X					general management	33. Information to guests The camp site shall provide information to the guests on its environmental policy, the actions taken and the EU eco-label.	mandatory	management
X					general management	34. Energy and water consumption data The camp site shall have procedures to collect and monitor data on overall energy consumption, electricity consumption, energy used for heating and water consumption	mandatory	management

modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
X					general management	35. Other data collection The camp site shall have procedures to collect and monitor data on consumption of chemicals and the volume of waste produced	mandatory	management
					general management	36. Information appearing on the eco-label Box 2 of the eco-label shall contain measures taken to save energy and water, measures taken to reduce waste, general environmental improvement	mandatory	management
					energy	37. Photovoltaic and wind generation of electricity (2 points) Photovoltaic system or wind power electricity generation that supplies or will supply at least 20 % of the overall electricity consumption per year.	optional	limit
X					energy	38. Heating from renewable energy sources (1,5 points) At least 50 % of the total energy used to heat either the common areas/rental accommodation or the hot sanitary water come from renewable energy sources	optional	limit
X					energy	39. Boiler energy efficiency (1 point) The sanitary facilities/rental accommodation shall have a four-star boiler	optional	measure
					energy	40. Boiler NOx emissions (1,5 points) The boiler shall be class 5 of the EN 297 prA3 norm regulating NOx emissions	optional	measure
X					energy	41. District heating (1 point) The heating of the sanitary facilities/ rental accommodation is provided by district heating	optional	measure

modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
X					energy	42. Combined heat and power (1,5 points) All electricity and heating of the sanitary facilities, common areas and rental accommodation shall be provided by a combined heat and power plant	optional	measure
X					energy	43. Heat pump (1,5 points) The camp site has a heat pump providing heat and/or air conditioning	optional	measure
X					energy	44. Heat recovery (2 points) The camp site has an existant heat recovery system (refrigeration systems, ventilators, washing machines, dishwashers, swimming pool(s), sanitary waste water)	optional	measure
X					energy	45. Thermoregulation (1,5 points) The temperature in every rental accommodation unit shall be individually regulated	optional	measure
X		X			energy	46. Insulation of existing buildings (2 points) The heated/air conditioned buildings on the camp site ground have insulation above the minimal national requirements, so as to ensure a significant reduction of energy consumption	optional	measure
					energy	47. Air conditioning (1,5 points) Class A energy efficiency	optional	measure
					energy	48. Automatic switching-off of air conditioning (1 point) Automatic system that turns off the air conditioning when windows are open	optional	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
X					energy	49. Bioclimatic architecture (2 points) Buildings on the camp site ground are constructed according to bioclimatic architectural principles	optional	measure
X	X				energy	50. Energy efficient refrigerators (1 point), dishwashers (1 point), washing machines (1 point), dryers/tumblers (1 point) and office equipment (1 point)	optional	measure
X					energy	51. Refrigerator positioning (1 point) The kitchen, kiosk and shop refrigerator(s) shall be positioned and regulated according to energy saving principles	optional	measure
X		X			energy	52. Automatic switching off lights in rental accommodation (1 point) Automatic systems which turn the lights off when guests leave accommodation shall be installed in 80 % of the accommodation.	optional	measure
			X		energy	53. Sauna timer control (1 point) All sauna units shall have a timer control.	optional	measure
				X	energy	54. Swimming pool heating with RES (2 points) Energy used to heat swimming pool water shall come from renewable energy sources. At least 50%: 1 point, 100%: 2 points.	optional	measure
X	X				energy	55. Automatic switching off outside lights (2 points) Outside lighting not needed for security reasons shall be turned off automatically after a certain time, or be activated through a proximity sensor.	optional	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
					water	56. Use of rainwater (1,5 points) and recycled water (1,5 points) for all non-sanitary and non-drinking purposes	optional	measure
					water	57. Water flow from taps and shower heads (1,5 points) The average flow from all taps and shower heads excluding bath taps does not exceed 8,5 litres/minute	optional	measure
					water	58. WC flushing (1,5 points) At least 80 % of WCs consume six litres per flush or less	optional	limit
					water	59. Dishwasher water consumption (1 point) The water consumption of the dishwashers is lower or equal to the threshold as defined in Commission Directive 97/17/EC:	optional	limit
X					water	60. Washing machine water consumption (1 point) The washing machines used by the camp site (also those put at disposal for guests) or by its laundry service provider shall use 12 litres of water or less per kg of wash-load	optional	limit
					water	61. Tap water temperature and flow (1 point) At least 80 % of taps shall allow a precise and prompt regulation of the water temperature and of the water flow	optional	limit
X	X				water	62. Shower timers (2 points) The showers in the sanitary facilities/ common areas have a timing/ proximity device which interrupts water flow after a defined time or if not in use	optional	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
				X	water	63. Swimming pool: cover at night (1 point) When the swimming pool is not used, a cover film prevents the cooling of the water in the pool and reduces evaporation.	optional	measure
				X	water	64. Avoidance of salt for icy roads (1 point) Mechanical means or gravel shall be used in order to make roads on the camp site ground safe in case of ice/snow.	optional	measure
			X		water	65. Changing towels and sheets (1 point) The guest shall be informed of the environmental policy of the rental accommodation whereby sheets and towels shall be changed either at his or her request, or by default once a week for lower class accommodation, and twice a week for higher class accommodation	optional	measure
					water	66. Indications on water hardness (1 point) in proximity to sanitary areas/washing machines/ dishwashers to allow better use of detergents by guests and staff	optional	management
X					dangerous chemicals	67. Detergents (up to 4 points) At least 80 % by weight of hand dishwashing detergents and/or detergents for dishwashers and/or laundry detergent and/or all purpose cleaners used by the camp site shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of these four categories of detergents).	optional	limit
X		X			dangerous chemicals	68. Indoor paints and varnishes (1 point) At least 50 % of the indoor painting of the common areas and rental accommodation shall be done with indoor paints and varnishes awarded with the Community eco-label or other national or regional ISO Type I eco-labels	optional	limit

modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
					dangerous chemicals	69. Dosage of swimming pool disinfectant (1 point) The swimming pool has an automatic dosage system that uses the minimum amount of disinfectant for the appropriate hygienic result	optional	measure
X					dangerous chemicals	70. Mechanical cleaning (1 point) The sanitary and common areas and rental accommodation shall have precise procedures for conducting chemical-free cleaning, such as use of micro fibre products or other non-chemical cleaning materials or activities with similar effects	optional	measure
X	X				dangerous chemicals	71. Organic gardening (2 points) Outside areas shall be managed either without any use of pesticides or according to organic farming principles	optional	measure
X	X				waste	72. Composting (3 points) The camp site shall separate relevant organic waste (garden waste 2 points; kitchen waste 1 point) and shall ensure that it is composted according to local authority guidelines	optional	measure
X					waste	73. Disposable drink cans (2 points) Except where required by law, disposable drink cans shall not be offered in the areas under the ownership or the direct management of the camp site	optional	limit
X					waste	74. Breakfast/ food packaging (2 points) Except where required by law, single dose packages shall not be used for breakfast or other food service	optional	limit

modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
X	X				waste	75. Fat/oil disposal (3 points) Fat separators shall be installed and pan fat/oils and deep-frying fat/oils shall be collected and disposed of appropriately (2 points). The possibility to dispose of fat/oil is offered to guests also (1 point)	optional	measure
					waste	76. Used textiles and furniture (2 points) Used furniture, textiles and other material is sold or given to charity or to other associations which collect and redistribute such goods	optional	measure
				X	other services	77. Regulation of camp site traffic (1 point) All traffic (guests and maintenance/transport) inside the camp ground is limited to certain hours and areas	optional	management
X	X				other services	78. Environmental communication and education (3 points) The camp site shall provide environmental communication and education notices on local biodiversity, landscape and nature conservation measures to guests (2 points). Guest animation includes elements of environmental education (1 point)	optional	management
X					other services	79. No smoking in common areas and accomodation (1 point) Smoking shall not be allowed in at least 50 % of indoor common areas and rental accommodation	optional	measure
	X				other services	80. Bicycles (2 points) Bicycles shall be made available to guests	optional	measure
					other services	81. Refillable bottles (2 points) The camp site shall offer at least one of the following beverages in refillable bottles: soft drinks, water and beer	optional	measure



modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
					other services	82. Paper products (up to 2 points) At least 50 % of toilet/tissue paper and/or office paper used shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of these two categories of paper products)	optional	limit
					other services	83. Durable goods (up to 3 points) At least 10 % of any category of durable goods present in the camp site, including rental accommodation, shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of up to three categories of durable goods).	optional	limit
X	X				other services	84. Organic food (2 points) The main ingredients of at least two dishes (1 point) and at least 4 products sold in the shop (1 point) shall have been produced by organic farming methods, as laid down in Regulation (EEC) No 2092/91	optional	measure
X	X				other services	85. Local food products (2 points) At least two locally sourced food products shall be offered at each meal, including breakfast (1 point) and in the shop (1 point)	optional	measure
X					general management	86. EMAS registration (3 points) or ECOCAMPING/ISO certification (1,5 points) of the camp site	optional	management
X					general management	87. EMAS registration (1,5 points) or ISO certification (1 point) of suppliers At least one of the main suppliers or service providers of the camp site shall be registered with EMAS (1,5 points) or certified according to ISO 14001 (1 point).	optional	management

modified criterion (wording)	modified criterion (point number)	Not applicable to rental campers/ mobile homes	from mandatory to optional	new criterion	section	Criteria (proposal)	level of requirement	type of criteria
X					general management	88. Environmental questionnaire (1 point) The camp site shall provide its guests with a questionnaire covering their views about the environmental aspects of the accommodation	optional	management
X					general management	89. Energy and water meters (1 point) The camp site shall install additional energy and water meters so as to allow data collection on consumption of different activities or machines	optional	management
X					general management	90. Additional environmental actions (maximum 3 points) Either: (a) Additional environmental actions (up to 1,5 points each, to a maximum of 3 points): actions to improve the environmental performance of the camp site and which are not covered by any of the above criteria (either mandatory or optional)	optional	management

Source: Elaboration ACTA



5.3 Comments and remarks on criteria adaptation

Change in criteria wording, score and positioning and new criteria

The following chapter lists all criteria which are either new or have undergone significant change in wording (underlined in the criteria text), score or positioning (from mandatory to optional) and the reasons (based on the actual state of the ongoing research) for such change.

Not mentioned is the substitution of “camp site” for “tourist accommodation”, and “rental accommodation” for “room”, as well as “sanitary area” for “bathroom”, since this has been applied to all criteria, true to the product subgroup “camp site service”.

.Criteria modifications appear as follows :

- wording adaptation (W)
- adaptation requirement (MO= mandatory to optional)
- score system adaptation (S)
- new criterion (N)

Mandatory criteria

ENERGY

6. Window insulation (W)

All windows in common areas and rental accommodation shall have an appropriately high degree of thermal insulation according to local climate, and shall provide an appropriate degree of acoustic insulation. (This does not apply to rental caravans/mobile homes not owned by the camp site management.)

Reason for change in wording:

Camp site owners do not have the possibility to influence this kind of outfit in the rental accommodation owned by third parties and only managed by the camp site.

WATER

13. Waste bins in toilets (W)

Each toilet shall have an appropriate waste bin and the guest shall be invited to use the waste bin instead of the toilet for appropriate waste. Where toilets for men and women are separate, this criterion shall be applied only to the female toilets.

Reason for change in wording

The minor necessity of such bins in toilets used exclusively by men does not justify the expense for waste bins in each toilet.

17. Waste water treatment (W)

All waste water shall be treated.

If no link is possible to the local sewage treatment plant, the camp site shall have its own treatment system

that meets the requirements of relevant local, national or European legislation. Guests shall be informed about the possibilities of correct disposal of the waste water from their mobile means of lodging.



Reason for change in wording

If not correctly informed, guests could dispose of their waste water not correctly, i.e. into rain sewers or on the ground.

DETERGENTS AND DISINFECTANTS**19. Chemical toilets (N)**

Disposal of chemical toilet outlets shall be in a special chemical sink

Reason for insertion of this criterion:

The chemicals, which are used for the chemical toilets of the campers, are a mixture of several aggressive chemical substances. The disposal in a special chemical sink may reduce pollution, but a lot of sewage plants have problems with the chemicals. The most extensive problems occur with biological sewage plants.

WASTE**22. Waste separation by guests (W)**

Adequate receptacles shall be provided to allow guests to separate waste according to local or national systems. Clearly available information in the site's different areas in the local language and at least in English translation shall ask the guests to separate their waste. Containers for waste separation shall not be more difficult to reach than general waste bins.

Reason for change in wording:

Often information regarding waste disposal is not displayed in other than the local language, which many guests will not understand and therefore not be able to separate their waste correctly. In camp sites, the position of containers for separate waste collection has an important environmental impact, since it has been observed that the % of waste separation is much lower, if campers have to walk farther to the separation bins than to general waste containers.

26. Disposable products (W)

Unless required by law, none of the following disposable products shall be used in rental accommodation and shops/restaurants:

- 'one-portion' or 'one-use' toiletries (such as shampoo, soap, shower caps, etc.),
- cups, plates and cutlery.

Reason for change in wording:

Shops and kiosks are services in camp sites where disposable products are very frequently used..

Optional criteria**ENERGY****46- Insulation of existing buildings (2 points) (W)**

The heated /air conditioned buildings on the camp site ground shall have insulation above the minimal national requirements, so as to ensure a significant reduction of energy consumption.

Reason for change in wording:

There is no environmental advantage in isolating not heated/air conditioned buildings.



50. Energy efficient refrigerators (1 point), dishwashers (1 point), washing machines (1 point), dryers/tumblers (1 point -added) and office equipment (1 point) (W) (S)***Reason for modification of criterion/score:***

Dryers and tumblers are a very frequent service for guests in camp sites.

53. Sauna timer control (1 point) (MO)

All sauna units shall have a timer control.

Reason for change of criterion from mandatory to optional:

Sauna is not a very frequent service in camp sites.

54. Swimming pool heating with RES (2 points) (N)

Energy used to heat swimming pool water shall come from renewable energy sources. At least 50%: 1 point, 100%: 2 points.

Reason for insertion of criterion:

When using solar power for heating processed water, about 70 kg of carbon dioxide emission and other harming materials can be avoided per square meter collector surface and year. Heated swimming pools are a very frequent service in camp sites.

55. Automatic switching off outside lights (from 1 point to 2 points) (S)

Outside lighting not needed for security reasons shall be turned off automatically after a certain time, or be activated through a proximity sensor.

Reason for modification of criteria score:

In camp sites, outside lighting is very extensive and has a higher environmental impact due to the greater surface of the areas.

WATER**60. Washing machine water consumption (1 point) (W)**

The washing machines used within the camp site by guests and staff or those used by the camp site laundry service provider shall use 12 litres of water or less per kg of wash-load measured according to EN 60456:1999, using the same standard 60 °C cotton cycle as chosen for Directive 95/12/EC.

Reason for change in wording of criterion:

Washing machines at disposal for guests are a very frequent service in camp sites

62. Shower timers (from 1 point to 2 points) (S)

Showers in sanitary facilities/ common areas shall have a timing/ proximity device which interrupts water flow after a defined time or if not in use.

Reason for modification of criteria score:

A frequent problem in camp site/swimming pool/ sports sanitary facilities is people leaving the area without closing the shower faucet, more so than in tourist accommodation structures.

63. Swimming pool: cover at night (1 point) (N)

When the swimming pool is not used, a cover film prevents the cooling of the water in the pool and reduces evaporation.



Reason for insertion of criterion:

Swimming pools are a very frequent service in camp sites.

In most areas where swimming pools are heated, temperature inversion during the night causes the water to cool down considerably. In warmer/dryer areas, during the night water the water tends to evaporate.

64. Avoidance of salt for icy roads (1 point) (N)

Mechanical means or sand/gravel shall be used in order to make roads on the camp site ground safe in case of ice/snow.

Reason for insertion of criterion:

Road salts are toxic to plants, wildlife, lakes, streams and groundwater. Even when used in small amounts, salt will leach into surrounding soil, changing the soil's composition and making it hard for plants to survive. Salt potentially can contaminate groundwater, too, and it is highly corrosive to paved surfaces, buildings and cars.

65. Indications on water hardness (1 point) (N)

In proximity to sanitary areas/washing machines/ dishwashers there shall be exposed explanations on local water hardness to allow better use of detergents by guests and staff

Reason for insertion of criterion:

Knowledge of water hardness can avoid up to 50% detergent use. Washing machines are a very frequent service offered to guests in camp sites..

66. Changing towels and sheets (1 point) (MO)

The guest shall be informed of the environmental policy of the camp site whereby sheets and towels in the rental accommodation shall be changed either at his or her request, or by default once a week for lower class accommodation, and twice a week for higher class accommodation.

Reason for change of criterion from mandatory to optional:

This criterion is less important in camp sites than in hotels, since generally the rental accommodation is not of the high class category and guests bring their own towels/sheets or rent them from the camp site and decide on their own when to change them.

71. Organic gardening (from 1 point to 2 points) (S)

Outside areas shall be managed either without any use of pesticides or according to organic farming principles, as laid down in Council Regulation (EEC) No 2092/91 of 24 June 1991 on organic production of agricultural products and indications referring thereto on agricultural products and foodstuffs² and its subsequent amendments, or as laid down in national law or recognised national organic schemes.

Reason for change in criteria score:

Due to the fact that camp sites consist of large outdoor areas, the avoidance of chemical substances on the whole surface has a major environmental impact than on simple hotel gardens.



72. Composting (from 2 to 3 points) (S)

The camp site shall separate relevant organic waste (garden waste 2 points (from 1 to 2 points); kitchen waste 1 point) and shall ensure that it is composted according to local authority guidelines (e.g. by the local administration, in-house or by a private agency).

Reason for change in criteria score

The large outdoor surfaces of camp sites generally produce a great amount of gardening waste, thus composting diminishes the impact on local waste amount considerably.

74. Breakfast / food packaging (2 points) (W)

Except where required by law, single dose packages shall not be used for breakfast or other food service.

Reason for change in criteria wording:

Due to the outdoor quality of camp site service, single dose packaging is a very frequent factor in food service (ketchup/mayonnaise, salt/pepper, oil/vinegar etc)

75. Fat/oil disposal (from 2 to 3 points) (W) (S)

Fat separators shall be installed and pan fat/oils and deep-frying fat/oils shall be collected and disposed of appropriately. (2 points). Proper disposal of own fat/oil is offered to guests(1 point).

Reason for change in criteria score

Most guests cook and fry food in their own camping/ rental accommodation. Often fat and oil are disposed of into the sewage, if no alternative is offered, with the consequent environmental impact.

77. Regulation of camp site traffic(1 point) (N)

All traffic (guests and maintenance/transport) inside the camp ground shall be limited to certain hours and areas

Reason for insertion of criterion:

Noise and exhaust caused by vehicular traffic on camp grounds are cited by guests among the most disturbing environmental factors.

78. Environmental communication and education (from 1,5 to 3 points) (W) (S)

The camp site shall provide environmental communication and education notices on local biodiversity, landscape and nature conservation measures to guests (2 points). Guest animation includes elements of environmental education (1 point)

Reason for change in criteria score

Guest animation can be a successful way to explain and teach guests (in particular children) about the local environment and sustainability in general Animation is a frequent service in camp sites.

80. Bicycles (from 1 to 2 points) (M)

Bicycles shall be made available to guests.



Reason for change in criteria score

On camp sites, bicycles are particularly important, in order to give guests the opportunity to move in and around the area without having to use their cars.

84. Organic food (from 1 to 2 points) (W) (S)

The main ingredients of at least two dishes (1 point) and at least 4 products sold in the shop (1 point) shall have been produced by organic farming methods, as laid down in Regulation (EEC) No 2092/91.

Reason for changed criteria score:

Shops are an important part of camp site service.

85. Local food products (from 1 to 2 points) (W) (S)

At least two locally sourced food products shall be offered at each meal, including breakfast (1 point) and in the shop (1 point).

Reason for changed criteria score:

Shops are an important part of camp site service.

86. EMAS registration (3 points), ECOCAMPING or ISO certification (1,5 points) of the camp site (W) (S)

The camp site shall be registered under the Community eco-management and audit scheme (EMAS) (3 points) or certified according to the ECOCAMPING or ISO 14001 standard (1,5 points).

Reason for changed criteria score:

The ECOCAMPING management scheme/standard has been approved as application of EMAS for camp sites

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La Clef Verte - France Eco-label.
Luxembourg Eco-Label.
Green Certificate - Latvia Eco-Label.
Viabono - German Eco-Label.
Den Groenne Noegle - Denmark Eco-label.