British Toilet Association &
Loo of the Year Awards
‘Away from Home’ Toilet Charter

1. ADEQUATE DIRECTIONS TO THE TOILETS FOR BOTH FOOT AND CAR USERS (WHERE APPROPRIATE).

2. PROPER SIGNAGE, BOTH OUTSIDE AND INSIDE THE TOILETS, INCLUDING NAME OF LOCATION, FACILITIES AVAILABLE, PERSON/AUTHORITY RESPONSIBLE AND HOW TO CONTACT IF REQUIRED.

3. ADEQUATE FACILITIES FOR FEMALE TOILET USERS. (NO. OF MALE CUBICLES + NO. OF URINALS X 2 = REQUIRED NO. OF FEMALE CUBICLES).

4. HOT AND COLD RUNNING WATER TO WASH BASINS IN ALL FACILITIES PROVIDED, WITH ADEQUATE PROVISION FOR SOAP.

5. ADEQUATE PROVISION FOR HAND DRYING, PREFERABLY CHOICE OF TWO TYPES.

6. LOCKABLE TOILET TISSUE DISPENSERS, PREFERABLY WITH SPARE ROLLS/TISSUE.

7. SANITARY TOWEL DISPOSAL UNITS INSIDE ALL LADIES CUBICLES.

8. PROPERLY DESIGNED AND EQUIPPED ACCESSIBLE TOILETS, TO INCLUDE ADEQUATE SANITARY DISPOSAL FACILITIES. (APPROVED DOCUMENT M - 2004 EDITION).

9. DEDICATED AND PROPERLY EQUIPPED BABYCHANGE FACILITIES IN BOTH MALE AND FEMALE TOILETS - OR AS A UNISEX FACILITY, TO INCLUDE ADULT TOILET FACILITIES AND ROOM FOR DOUBLE PUSHCHAIRS.

10. CHILD/FAMILY FRIENDLY CUBICLES AND/OR FAMILY TOILETS, PROPERLY EQUIPPED.

11. ‘CHANGING PLACES’ TOILETS IN ALL LARGE PUBLIC PLACES – CITY CENTRES, SHOPPING CENTRES, ART VENUES, HOSPITALS, MOTORWAY SERVICE STATIONS, LEISURE COMPLEXES, LARGE RAILWAY AND COACH STATIONS AND AIRPORTS.

12. EFFECTIVE CLEANING REGIME AND MANAGEMENT, TO ENSURE PROPER STANDARDS OF CLEANLINESS AT ALL TIMES.

March 2010