



Quality in Tourism

Visit Report
Self-Catering Standard

Beech Tree Cottages

Ingleton



Self Catering

Assessor: Paul Robson

Visit date: 19 Dec 2008

Visit type: Day

QiT No: 503825

Executive Summary

Summary

Under the British Common Standard for Self Catering Beech Tree Cottages (Oak Tree, Cherry, Maple Willow, Hornbeam and Holly Cottages) achieve a strong FOUR Star rating.

Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating.

Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

The properties are well located just outside Ingleton and will particularly appeal to families and walkers.

The units have been decorated and furnished to a very high standard and continue to be well maintained by the very caring and diligent resident owners and are certainly appreciated by guests.

Externally the purpose build units offer a very attractive and well blended presentation, the attractive archway, stonework and very well tended garden and communal areas remain in excellent condition and certainly offer a most favourable first impression for arriving guests.

The reception area is worth a particular mention, the guests have a key for the area which provides access to many DVD's, books and even X-Box games consoles for use when weather deteriorates which demonstrates very good thought for guests needs indeed.

All public areas and lounges are furnished to a very high standard indeed, decor is fresh and clean with a regular refreshment programme very evident and all units have extremely attractive art work and picture relief adding interest and character. Karndean flooring offers high levels of luxury and co-ordinated high quality furniture and furnishings present very well creating a very homely and individual feel. Easy seating is of very high quality and affords high levels of comfort, some slight deterioration apparent on leather sofas which proprietor very aware and in process of making good as discussed. Heating; lighting and ventilation is maintainable to a very good standard in all units ensuring guests comfort levels at all times.

Bedrooms are also furnished to a very high standard in keeping with the rest of the areas, beds are very comfortable with high levels of spring ensuring a good nights rest. Furniture is extremely well co-ordinated along with high quality furnishings. Decor in all areas remains in very good condition consistent with all other areas. bedding is of suitable quality and presents well when entering all bedrooms creating a pleasant focal point. Carpeting in all bedrooms is maintained to a very high standard with fresh and clean appearance.

Bathrooms are well maintained with all grouting, sealant and tiling in very good condition, sanitary ware remains in high quality appearance and all flooring options continue to provide high levels of cleanliness perceptions so important in the "Inner Sanctum Area"

Open plan kitchen areas remain in very good order with all decor, tiling and grouting in suitable presentation, fitted high quality oak units continue to present extremely well and have maintained their original quality perception. All glassware, crockery and cutlery continues to easily meet current grading expectations and is in full inventory requirement state as assessed. Kitchen appliances and equipment remains in full working order with no signs of deterioration apparent.

Cleanliness levels deserve a special mention as they are among the highest standards in the country, the proprietors should be congratulated on achieving and maintaining such a very high standard.

Management efficiency and cleanliness

Management structures as previously assessed, all brochure, web site and pre-arrival information very well managed, maintained and presented with creative marketing strategies apparent.

Fire risk assessment

In line with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006, a copy of the Fire Risk Assessment for the premises was seen by the assessor. The assessor is not able to comment on the content of the assessment.

Minimum Entry Requirements

Group: Beech Tree Cottages.
(Cherry Cottage, Holly Cottage, Hornbeam Cottage, Maple Cottage, Oak Cottage, Willow Cottage)

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all "Minimum Entry Requirements". Also any "Additional Requirements" or "Key Requirements" needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

At the time of the visit all 'Minimum Entry Requirements' and 'Additional Requirements/Key Requirements' were provided.

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

Quality Scores

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Unit / Group: Beech Tree Cottages.

	Score (%)	Level
Overall	85	4
Cleanliness	100	5
Bedroom	82	4
Bathroom	84	4
Kitchen	85	4
Public Areas	84	4

Visit Report

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Unit / Group: Beech Tree Cottages.

Exterior (1 - Common Standards Reference)

Very Good (80%)

Appearance of buildings

Very Good

Appearance of buildings and signage

Very Good

The exterior of all the cottages remains in very good condition, with quality signage clearly visible from the road.

Grounds, gardens, roadways and car parking

Very Good

Grounds, gardens and garden furniture

Very Good

Each property has its own patio area and the shared grounds are very well maintained.

Car parking surface, signage and illumination

Very Good

Designated car parking available for each unit with high quality easily accessible even surfaces enhancing safety and usability.

Environment and Setting

Very Good

First impression on arrival

Very Good

The entrance and appearance of the properties from the road gives a very good first impression.

Environment

Very Good

The properties are well located on the outskirts of Ingleton, close to many places of interest.

Management Efficiency (3 - Common Standards Reference)

Very Good (80%)

Pre-arrival information including brochure

Very Good

Pre-arrival information including brochure

Very Good

All elements very well managed and maintained providing a professional image.

Welcome and arrival procedure

Very Good

Welcome and arrival procedure

Very Good

Guests collect the keys from Reception and are shown around the facilities personally.

In-unit guest information and personal touches

Very Good

In-unit guest information and personal touches

Very Good

Books are available in all the cottages and Stunning photographs taken by Ms McDonald add a personal touch to the decor. An informative guest information folder is provided in each property

Public Areas (4 - Common Standards Reference)**Very Good (84%)****Decoration****Very Good**

Decoration in lounge and dining areas Very Good Decor maintained to a very good standard with picture relief and artwork adding interest.

Decoration in other areas e.g. corridors, stairs Very Good

Flooring**Excellent**

Flooring Excellent Karndean flooring of excellent quality presentation.

Furniture, furnishings and fittings**Very Good**

Furniture, furnishings and fittings Very Good Co-ordinated pieces of very good quality with suitable usability levels.

Lighting, heating and ventilation**Very Good**

Provision and controllability of heating and ventilation Very Good Easily controllable with thermostatic valves for added comfort levels including effective log burners.

Position and controllability of lighting Very Good There is a very good choice of lighting, individually controlled, with the switches helpfully labelled.

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use Very Good

Bedrooms (5 - Common Standards Reference)**Very Good (82%)****Decoration****Very Good**

Decoration Very Good Practical painted decor with many framed photographs adding interest.

Flooring**Excellent**

Flooring Excellent Quality hard wood flooring remains in excellent condition.

Furniture, furnishings and fittings**Very Good**

Furniture Very Good Matching light wood furniture of a very good quality, offering ample storage space, with wooden hangers helping presentation in the wardrobes.

Furnishings and fittings Very Good

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting Very Good

Provision and controllability of heating and ventilation Very Good

Beds**Very Good**

Mattress, bed bases and headboards Very Good High quality sturdy beds with very good quality well protected mattresses ensuring cleanliness perceptions and comfort.

Bedding and bed linen**Very Good**

Bedding and bed linen Very Good Attractive well laundered bedding in all units creating a very good focal point on entering the bedrooms.

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use Very Good Bedrooms afford very good manoeuvrability levels.

Bathrooms and WCs (6 - Common Standards Reference)**Very Good (84%)****Decoration****Very Good**

Decoration Very Good All tiling, grouting and sealant in very good condition.

Flooring**Excellent**

Flooring Excellent Hard wearing flooring of excellent quality presentation.

Fixtures, fittings and sanitary ware**Very Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc) Very Good Sanitary ware continues to present and wear well and is in full working order.

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting Very Good Illumination levels are very good ensuring guests safety.

Provision and controllability of heating Very Good Comfortable and easily controllable provisions in all bathrooms.

Ventilation Very Good Forced extraction units are in full working order and appear efficient.

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use Very Good The downstairs toilets in each cottage provide comfort and ease of use for guests. The accessible shower room in Willow will be very useful and bathroom facilities are very well provided for in each cottage.

Kitchen (7 - Common Standards Reference)**Very Good (85%)****Decoration****Very Good**

Decoration Very Good Decor remains in very good condition.

Flooring**Excellent**

Flooring Excellent Karndean flooring continues into the kitchen areas.

Furniture, fixtures and fittings**Very Good**

Furniture and fitted units including handles and light fittings Very Good All kitchen units and work surfaces remain in very good condition.

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting Very Good Recessed spots provide effective task lighting in the kitchen.

Provision and controllability of heating and ventilation Very Good Extraction hoods allowing effective ventilation.

Electrical and gas equipment**Very Good**

Kitchen equipment, cookers, fridges etc Very Good Electrical equipment in full working order and remains in very good condition.

Crockery, cutlery and glassware**Very Good**

Crockery, cutlery and glassware Very Good White "Churchill" crockery noted with ample amounts provided.

Kitchenware, pans and utensils**Excellent**

Kitchenware, pots, pans and utensils Excellent An excellent choice of pans in all units.

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use Very Good

Additional Facilities (8 - Common Standards Reference)**Excellent (100%)****Laundry****Excellent**

Laundry equipment and presentation Excellent

Recreation**Excellent**

Recreation / leisure facilities Excellent The reception is accessible to guests at all times and offers Internet access, some X boxes with games, Videos, DVD's, CD's and toys.

Cleanliness (2 - Common Standards Reference)**Excellent (100%)****Living and dining areas****Excellent**

Living and dining areas

Excellent

Property demonstrating excellent housekeeping practices in all areas of all units, Mrs McDonald is very house proud and provides a meticulous cleaning regime which is commendable.

Bedroom**Excellent**

Bedrooms

Excellent

Bathroom**Excellent**

Bath and shower rooms

Excellent

Kitchen**Excellent**

Kitchen areas

Excellent

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitBritain. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.