



Quality in Tourism

Visit Report

Self-Catering Standard

Beech Tree Cottages

Ingleton

★★★★ Self Catering 85%

Gold Award

Assessor: Victoria Jowett

Visit date: 22 Jan 2010

Visit type: Day

QiT No: 503825

Group/Unit Name: Beech Tree Cottages

	Score
Exterior (1 - Common Standards Reference)	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	4
Environment and Setting	4
	80%
Cleanliness (2 - Common Standards Reference)	
Cleanliness - Living and dining area	5
Cleanliness - Bedroom	5
Cleanliness - Bathroom	5
Cleanliness - Kitchen	5
	100%
Management Efficiency (3 - Common Standards Reference)	
Pre-arrival information including brochure	4
Welcome and arrival procedure	4
In-unit guest information and personal touches	4
	80%
Public Areas (4 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Bedrooms (5 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	82%
Bathrooms and WCs (6 - Common Standards Reference)	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Kitchen (7 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, fixtures and fittings	4
Lighting, heating and ventilation	4
Electrical and gas equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	5
Space, comfort and ease of use	4
	85%
Additional Facilities (8 - Common Standards Reference)	
Laundry	5
Recreation	5
	100%
	85%

Key Scores and Sectional Consistencies

Overall

85% = 4 star; high (75% to 86%)

Cleanliness

100% = 5 star; high (90% to 100%)

Public Areas

84% = 4 star; high (75% to 86%)

Bedrooms

82% = 4 star; safe (75% to 86%)

Bathrooms

84% = 4 star; high (75% to 86%)

Kitchen

85% = 4 star; high (75% to 86%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1 All Minimum Entry Requirements must be met. (see Minimum Entry Requirement page in this report for detail)

2 The Star rating awarded will be no higher than the rating achieved in the Overall assessment.

3 Key Area Scores:

All Key Area sections must achieve or exceed the Star rating awarded.

4 The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level. Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level. Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

Overall

All six of the Beech Tree Cottages achieve a high Four Star Self Catering rating, demonstrating the owner's pride in the properties and consistency in maintaining the high standards required at this level. Ms McDonald is to be congratulated on achieving the Gold accolades for each of the cottages, and wished continued success in the future

Cleanliness

Standards of cleanliness are excellent in every area, with the exterior kept neat and tidy, creating a very good first impression, and the interior of each cottage kept in immaculate condition. There were no signs of dust on the hard floors, all taps and mirrors were well polished and the inside of kitchen cupboards, drawers and electrical equipment had been thoroughly cleaned

Public Areas

The decor throughout the public areas continues to present well, with Ms McDonald's striking photographs adding local interest. The comfortable leather seating has been well maintained, as has the dining furniture. Guests will appreciate the wood burners, especially at this time of year, and the new Flat Screen televisions will be a welcome upgrade

Bedrooms

Most of the bedrooms offer a spacious feel, with the different styles of windows adding character. The black-out Velux blinds will be appreciated by light sleepers, and the replacement of all the mattresses with a higher quality style, along with the plump pillows, will ensure guests have a comfortable night's sleep. The pine furniture is solid and shows no signs of wear.

The work which has recently been completed in Oak Cottage, means that the far triple room no longer needs to be accessed via the twin room, meaning this cottage will now offer more flexible occupancy. All six cottages offer a good selection of bedroom layouts

Bathrooms

The downstairs toilets in each cottage offer ease of use for guests, and can double up as a utility room, and useful place to dry wet walking gear. The accessible downstairs en suite in Willow Cottage is another useful facility.

The Karndean flooring is of an excellent quality, and has been well maintained, not only in the bathrooms, but throughout all rooms. The grouting has also been well maintained, in the tiled areas around the baths, and all sanitary ware is of a good size and very good quality. All cottages offer both bath and shower in the main bathroom, with some en suites in the larger properties

Kitchen

It was discussed that having the kitchens as part of the main living space works well, so that the person cooking does not feel left out, and this means they get well used. They all offer a good amount of storage and work space, with effective task lighting and over-hob extraction.

All are fitted with dishwashers and fridge/freezers, offering very good ease of use, and all electrical equipment, along with the kitchen units and work surfaces, show no signs of wear. Cupboards are well stocked with ample crockery, cutlery and kitchenware, with the wide selection of glassware deserving special mention

Highlights

For many guests, especially the younger generation, the ability to borrow toys, X Boxes and games, as well as board games and shared use of a computer, will be a high-light of their stay. For others it will be the attractive views, especially from the living rooms in Oak and Cherry Cottages, and the double bedroom in Holly Cottage. The recently planted trees, will give guests a little more privacy at the front, without blocking the views. A good amount of well-lit, off-road parking will be a bonus to many guests.

The excellent attention to detail as regards cleanliness was a high-light on this assessment, as was the consistently high standard of maintenance in each cottage

Potential for Improvement

It was agreed that the only thing which might slightly detract from first impressions of the cottages was the wall at the rear of the car park, which has weathered over time, especially during the recent snow and very wet weather. This is only a minor point, but the owner already has it in hand, and once the weather improves and it has had chance to dry out, she plans to paint it and bring it back to the high standards of the rest of the property

Minimum Entry Requirements

Group: Beech Tree Cottages

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star Gold

(Cherry Cottage, Holly Cottage, Hornbeam Cottage, Maple Cottage, Oak Cottage, Willow Cottage)

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

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

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 VisitEngland. 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@uk.g4s.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.