



Quality in Tourism

Visit Report

Self-Catering Standard

Mirefoot

Burnside



Self Catering

Assessor: Paul Robson

Visit date: 19 Oct 2007

Visit type: Day

QiT No: 530031

Executive Summary

Summary

Mirefoot Cottages continue to provide its guests luxurious accommodation with excellent levels of cleanliness, the proprietors should be congratulated on achieving and maintaining this high level of service, a truly refreshing performance.

It is hoped that this report and the advice given during inspection be of use in reaching and maintaining your future goals, wishing you a very successful years trading.

Under the British Common Standard for Self Catering Mirefoot Cottages achieves a FIVE Star rating.

Part of the Standard is that all critical areas of the property (living areas, bedrooms, bathrooms and kitchen) must each achieve a grade commensurate with the overall rating. Currently all areas of the property meet this requirement, enabling the rating to be confirmed.

As a result of this assessment visit carried out by Quality in Tourism, it has been noted that current fire safety legislation is not being fully complied with as discussed, no evidence of a Fire Risk Assessment having been carried out is available. The criteria contained within all VisitBritain's quality schemes require compliance with all relevant statutory obligations. A rating will be confirmed on this occasion but only on the understanding that a Fire Risk Assessment is carried out as soon as possible with assistance from the discussion that took place and information given and that evidence of this will be available at the time of the next assessment.

It has also been noted that no Access Statement was available. Please ensure this is in place by the next assessment, access information web link available below as discussed will help. This is a requirement of continued participation in the VisitBritain quality assessment scheme. For more information please see www.visitbritain.com/accesstatements

Minimum Entry Requirements

Group: Mirefoot Cottages
(The Old Grain Store, The Old Shippon)

Standard: Self-Catering

Designator: Self Catering

Rating: Five 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, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit.

Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant

A] General Requirements

| | | |
|--|-------------|--|
| Does the property have a fire risk assessment? | Progressing | Fire risk assessment information given, discussed and understood by proprietors at time of assessment. |
| Does the property have an Access Statement? | Progressing | Access information discussed and understood by proprietors. |
| Is an inventory of equipment available | Progressing | As discussed an inventory of kitchen equipment would be helpful in making sure that guests have access to full range of necessary tools and it is also an entry requirement of the Visit Britain Scheme. |

6 Bathrooms and WCs

| | | |
|---|-------------|--|
| Bath / shower mat to be provided, unless non-slip surface | Progressing | As discussed a non slip shower mat would be needed to enhance safety levels in bath shower area. |
|---|-------------|--|

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: Mirefoot Cottages

| | Score (%) | Level |
|----------------|-----------|----------|
| Overall | 92 | 5 |
| Cleanliness | 90 | 5 |
| Bedroom | 94 | 5 |
| Bathroom | 96 | 5 |
| Kitchen | 90 | 5 |
| Public Areas | 96 | 5 |

Visit Report

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Unit / Group: Mirefoot Cottages

1 Exterior

Appearance of Buildings

Very Good

Overall quality and appearance of buildings and signage

Very Good

Both properties are presented to a very high standard with attention to detail apparent.

Grounds, Gardens, Roadways & Car Parking

Excellent

Quality of gardens and/or open areas

Excellent

Well maintained and tendered garden areas fully meeting guests expectations with plenty of seasonal flora adding interest.

Quality of garden furniture

Excellent

High quality garden furniture present for guests to use when more clement weather available.

Quality of ancillary areas

Excellent

Well maintained ancillary areas fully in keeping with style of property.

Environment & Setting

Excellent

First impression on arrival

Very Good

Environment

Excellent

Peacefully and relaxing environment perfect for guests to unwind and enjoy the tranquil, picturesque surroundings.

2 Cleanliness

Living & Dining Areas - Cleanliness

Excellent

Cleanliness to lounge and communal areas

Excellent

Excellent levels of cleanliness noted in all public areas.

Bedroom - Cleanliness

Excellent

Cleanliness of bedrooms

Excellent

Consistent excellent housekeeping noted in bedrooms.

Bathroom - Cleanliness

Very Good

Cleanliness of bath and shower rooms

Very Good

High levels of cleanliness seen in both bathrooms with pristine, highly polished mirror and glass surfaces, slight marking to grouted area noted in The Old Shippon which detracts from the overall quality, attention required as soon as time and bookings allow as discussed please.

Kitchen - Cleanliness

Very Good

Cleanliness of kitchen areas

Very Good

High levels of cleanliness noted in both kitchen areas, attention needed to high level surfaces (velux window) to remove any cob webbing etc as discussed.

3 Management Efficiency

Pre-arrival information including brochure

Very Good

Pre-arrival information including brochure Very Good

Welcome and arrival procedures

Excellent

Welcome and arrival procedures Excellent

Welcome hamper available to all arriving guests with start up items including tea, coffee, milk, bread, butter and jam, an excellent thoughtful provision enabling guests to feel comfortable straight away. Discussion took place on the possibility of providing a gourmet meal on arrival also, which with careful thought could become a unique concept as discussed, it would be interesting to see how this develops at next years inspection.

In-unit guest information and personal touches

Very Good

In-unit guest information and personal touches Very Good

4 Public Areas

Decoration

Very Good

| | | |
|---|-----------|--|
| Decoration in lounge/dining areas | Very Good | Well presented and maintained neutral decor in all public areas with attractive picture relief adding splashes of colour where needed and co-ordination to very good effect. |
| Decoration in other areas, e.g. corridors, stairs | Very Good | |

Flooring

Excellent

| | | |
|----------|-----------|---|
| Flooring | Excellent | Combination of very well fitted carpets, original solid wooden flooring and reproduction tiles continue to present an excellent perception of quality to guests and also fully in keeping with style of property. |
|----------|-----------|---|

Furniture / Furnishings / Fittings

Excellent

| | | |
|--|-----------|---|
| Dining area furniture | Excellent | Quality dining furniture present in both properties fully meeting guests expectations and needs. |
| Dining area furnishings & fittings | Excellent | Excellent quality furnishings and fittings in all public areas with high levels of co-ordination noted. |
| Easy seating area furniture | Excellent | Luxurious easy seating furniture of excellent quality continues to present well fully meeting expectations and needs. |
| Easy seating area furnishings & fittings | Excellent | |

Lighting / Heating / Ventilation

Excellent

| | | |
|--|-----------|--|
| Quality and controllability of heating & ventilation | Excellent | Large very efficient thermostatically controllable radiators strategically placed throughout all public areas allows excellent levels of comfort with guests easily able to choose own comfort levels. |
| Quality and positioning of lighting | Excellent | Main spot lighting with addition of wall up lights and table lights offers excellent lighting option with high levels of usability to guests. |

Space / Comfort / Ease of use

Excellent

| | | |
|--|-----------|--|
| Ease of movement around the room | Excellent | Exceptional amounts of room in both properties allows excellent manoeuvrability with no apparent barriers. |
| Ease access to and use of furniture | Excellent | All furniture, power points, windows and equipment easily accessible to guests. |
| Ease of use of equipment, windows and power points | Excellent | |

5 Bedrooms

| | | | |
|---|-----------|---|------------------|
| Decoration | | | Very Good |
| Decoration | Very Good | Well maintained painted walls with fresh appearance noted showing no signs of seasonal deterioration. | |
| Flooring | | | Excellent |
| Flooring | Excellent | Again excellent flooring in all bedroom areas fully meeting guests expectations. | |
| Furniture / Furnishings / Fittings | | | Excellent |
| Quality & condition of furniture | Excellent | Quality pieces of furniture in both bedrooms fully meeting guests needs and expectations. | |
| Quality & condition of furnishings & fittings | Excellent | | |
| Lighting / Heating / Ventilation | | | Excellent |
| Quality and positioning of lighting | Excellent | Excellent levels of lighting available in both bedrooms for guests comfort. | |
| Quality and controllability of heating & ventilation | Excellent | Very controllable levels of heating and ventilation allowing an excellent facility to guests. | |
| Beds | | | Excellent |
| Quality and condition of mattress, bed base & headboard | Excellent | Quality bed bases and headboards with excellent supportive mattresses enabling guests to experience a very comfortable nights sleep. | |
| Bedding / Linen | | | Excellent |
| Quality, condition and presentation of bed linen | Very Good | Well laundered crisp bed linen noted in both properties. | |
| Quality, condition and presentation of bedding (Duvets, pillows, blankets & bed covers) | Excellent | Excellent quality well co-ordinated bedding compliments the room beautifully, well presented supportive pillows and valances add to the perceptions of quality. | |
| Space / Comfort / Ease of use | | | Very Good |
| Ease of movement around the room | Very Good | Generally very good levels of manoeuvrability in bedroom area, slight restriction in the Grain Store bedroom due to sloping roof but still very usable. | |
| Ease of access to and use of furniture | Very Good | All bedroom furniture easily accessible to guests with minimal barriers. | |
| Ease of use of equipment, windows and power points | Very Good | | |

6 Bathrooms and WCs

| | | |
|--|-----------|--|
| Decoration | | Excellent |
| Decoration | Excellent | Appropriate decor in both bathroom areas fit for purpose with high levels of maintenance apparent. |
| Flooring | | Excellent |
| Flooring | Excellent | Excellent waterproof flooring in both bathrooms appropriate to guests needs and expectations which adds to perceptions of cleanliness. |
| Fixtures, fittings & sanitary ware | | Excellent |
| Quality & condition of sanitary ware & fittings (lights, taps, shelving etc) | Excellent | Well presented sanitary ware with high levels of maintenance apparent. |
| Light / Heat / Ventilation | | Excellent |
| Quality and positioning of lighting | Excellent | Spot lighting and mirror lighting offers excellent, very usable lighting options to guests, bathrooms present very well with bright airy feel due to bright lighting putting guests at ease in a very important "inner sanctum area" |
| Quality and controllability of heating & ventilation | Excellent | Easily controllable heating and ventilation allowing guests to choose own "comfort zones" |
| Space / Comfort / Ease of use | | Very Good |
| Layout of and space within the room | Very Good | Manoeuverability is very good in both bathrooms allowing guests easy access with no apparent barriers. |
| Size and usability of fixtures and fittings | Very Good | |

7 Kitchen

| | | |
|---|-----------|--|
| Decoration | | Excellent |
| Decoration | Excellent | Ideal kitchen decor which is easily cleaned continues to present a fresh appearance adding to the perceptions of cleanliness. |
| Flooring | | Excellent |
| Flooring | Excellent | Solid wood and reproduction tiles in kitchen areas presents very well with excellent professional application apparent fully meeting guests expectations. |
| Furniture, fixtures and fittings | | Very Good |
| Furniture and fitted units including handles and light fittings | Very Good | Solid furniture, fixtures and fittings in both kitchen areas continue to present well. |
| Light / Heat / Ventilation | | Excellent |
| Quality and positioning of lighting | Excellent | Ideal lighting solutions available in both kitchen areas allowing high levels of usability and quality enhancing perceptions of cleanliness and safety. |
| Quality and controllability of heating & ventilation | Very Good | Very good levels of heating and ventilation available for guests comfort. |
| Electrical & Gas equipment | | Very Good |
| Kitchen equipment, cookers, fridges etc | Very Good | Thoughtful range of very good quality kitchen equipment available meeting all guests needs and expectations. |
| Crockery / Cutlery / Glassware | | Very Good |
| Range and quality of crockery | Very Good | Well co-ordinated range of very good quality white crockery available as seen. |
| Range and quality of cutlery | Excellent | High quality cutlery available in both properties. |
| Range and quality of glassware | Very Good | Very good range of co-ordinated glasses seen in both kitchens, addition of excellent quality cut crystal glassware may be appropriate at this level if felt necessary to guests needs. |
| Kitchenware / Pans / Utensils | | Very Good |
| Range and presentation of kitchenware | Very Good | Well presented kitchenware seen in both areas. |
| Quality and condition of pans | Excellent | Well presented excellent quality stainless steel pans available in both properties fully meeting guests needs. |
| Quality and condition of utensils | Very Good | |
| Space / Comfort / Ease of use | | Excellent |
| Ease of movement around the room | Excellent | Spacious kitchen areas offer high levels of manoeuvrability with no apparent barriers. |
| Ease of use of equipment, windows and power points | Very Good | |

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.