



Quality in Tourism

Visit Report

Self-Catering Standard

Wayside Cottage

Clappersgate, Ambleside

★★★★ Self Catering 83%

Gold Award

Assessor: Bernadine Saunders

Visit date: 13 Dec 2011

Visit type: Day

QiT No: 23085

	Score
Exterior (1 - Common Standards Reference)	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	4
Environment and Setting	4
	80%
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%
Cleanliness (2 - Common Standards Reference)	
Cleanliness - Living and dining area	5
Cleanliness - Bedroom	4
Cleanliness - Bathroom	5
Cleanliness - Kitchen	5
	95%
Public Areas (4 - Common Standards Reference)	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	80%
Bedrooms (5 - Common Standards Reference)	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	80%
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	5
Lighting, heating and ventilation	4
Electrical and gas equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	85%
	83%

Key Scores and Sectional Consistencies

Overall

83% = 4 star; safe (75% to 86%)

Cleanliness

95% = 5 star; safe (90% to 100%)

Public Areas

80% = 4 star; safe (75% to 86%)

Bedrooms

80% = 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 - Safe 4★

The property achieves a Four Star Self Catering sitting in the middle of the band.

The Gold accolade is held for the moment although some upgrading is needed to maintain the Gold accolade at the next visit, with the improvements listed.

Website Feedback

Clear pictures and information is displayed on the web site as well as linked sites.

Cleanliness - Safe 5★

The housekeeping is maintained to a very good standard with a well established schedule carried out.

Public Areas - Safe 4★

The lounge is of a very good size with fresh painted decoration and very good quality carpeting fitted. The occasional furniture and sofas are of a very good standard although plans to uplift the cushions. New curtains have been added although these need properly hanging and gathering at the top. Ample illumination and central heating is provided in the rooms as well as the multi fuel burner.

The hall, stairs and landing are decorated with painted walls and very good quality carpeting.

Bedrooms - Safe 4★

The bedrooms are all spacious and fitted with quality carpets which need professional cleaning and possibly replacing the carpet in the attic room. A variety of furniture is provided allowing ample surface and storage space. The curtains are also well presented and the rooms have ample lighting and heating although some increased quality lamps could be added. The beds are all firm, supportive and well presented with fresh linen used.

Bathrooms - High 4★

The new shower room is well presented with tiled and painted walls, high quality tiled flooring and a range of very good fixtures and fittings with good use of the available space. The bathroom also has higher quality flooring and very good quality fixtures and fittings although the grouting in the bathroom needs replacing as discussed.

Kitchen - High 4★

The kitchen is spacious with ample surface and storage space. The kitchen units are of a high quality with high quality granite surfaces. The walls are in very good order with a painted finish. The addition of a washable splash back over the cooker is maintained well. The flagged tiled flooring is maintained well. Some new chairs have been added to the traditional wood dining table. Ample quality crockery, cutlery and kitchen ware are provided.

Highlights

The exterior of the property is in very good condition and the grounds are maintained well with a variety of shrubs and plants displayed. Parking is also available further along the drive.

Potential for Improvement

A new shower room has been added as well as some new curtains in the lounge and new light fittings in the bathroom.

A number of rooms need repainting

The attic bedroom carpet needs cleaning or replacing

Increased quality lamp shades could be added

Regrouting the tiling in the bathroom

Replacement of the microwave

Minimum Entry Requirements

Unit: Wayside Cottage
Standard: Self-Catering
Designator: Self Catering
Rating: Four Star Gold

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.