

行政院及所屬各機關因公出國人員報告書
(出國類別：考察)

考察英國旅館評鑑制度報告

服務機關：交通部觀光局
出國人：職稱：企業管理師
姓名：葉樹菁
出國地區：英國
出國期間：93年7月22日至31日
報告日期：93年10月15日

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行政院及所屬各機關出國報告提要

頁數：16 頁含附件：是否

出國報告名稱：考察英國旅館評鑑制度報告

出國計畫主辦機關：交通部觀光局

出國人員姓名/服務機關/單位/職稱/電話

葉樹菁/交通部觀光局/業務組/企業管理師/02-2349-1709

出國類別：1.考察2.進修3.研究4.實習5.其他：參加會議

出國期間：民國 93 年 7 月 22 日至民國 93 年 7 月 31 日

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分類號/目：H9/觀光

關鍵詞：考察

內容摘要：

近年來，我國大力推展觀光事業，住宿設施更為發展觀光事業重要的一環，為便於旅館業經營市場之區隔，並使旅客選擇住宿旅館時有客觀參考標準，旅館等級評鑑已為時勢所趨，爰拜訪英國旅遊局 Alison Barham 小姐，了解旅館業管理法令概況、蒐集旅館評鑑制度、收費標準與住用率相關資料，並參觀數個旅館，以為我國今後在輔導管理觀光旅館評鑑工作及研修相關定規之參考。

本文電子檔已上傳至出國報告資訊網(<http://report.nat.gov.tw>)

行政院及所屬各機關出國報告審核表

出國報告名稱：考察英國旅館評鑑制度報告	
出國計畫主辦機關名稱：交通部觀光局	
出國人姓名/職稱/服務單位： 葉樹菁/企業管理師/業務組	
出國計畫 主辦機關 審核意見	<input checked="" type="checkbox"/> 1. 依限繳交出國報告 <input checked="" type="checkbox"/> 2. 格式完整 <input checked="" type="checkbox"/> 3. 內容充實完備 <input type="checkbox"/> 4. 建議具參考價值 <input type="checkbox"/> 5. 送本機關參考或研辦 <input type="checkbox"/> 6. 送上級機關參考 <input type="checkbox"/> 7. 退回補正，原因： <input type="checkbox"/> 1. 不符原核定出國計畫 <input type="checkbox"/> 2. 以外文撰寫或僅以所蒐集外文資料為內容 <input type="checkbox"/> 3. 內容空洞簡略 <input type="checkbox"/> 4. 未依行政院所屬各機關出國報告規格辦理 <input type="checkbox"/> 5. 未於資訊網登錄提要資料及傳送出國報告電子檔 <input type="checkbox"/> 8. 其他處理意見：
層轉機關 審核意見	<input type="checkbox"/> 同意主辦機關審核意見 <input type="checkbox"/> 全部 <input type="checkbox"/> 部分_____（填寫審核意見編號） <input type="checkbox"/> 退回補正，原因：_____（填寫審核意見編號） <input type="checkbox"/> 其他處理意見：

說明：

- 一、出國計畫主辦機關即層轉機關時，不需填寫「層轉機關審核意見」。
- 二、各機關可依需要自行增列審核項目內容，出國報告審核完畢本表請自行保存。
- 三、審核作業應於出國報告提出後二個月內完成。

考察英國旅館評鑑制度報告

報告目錄

- 壹、前言
- 貳、英國旅館業管理法令
- 參、英國住宿設施分類概況
- 肆、英國旅館評鑑制度概況
- 伍、2003 年英國旅館住用率
- 陸、其他觀察
- 柒、心得與感想
- 捌、附件
 - 附件一、拜會英國旅遊局照片
 - 附件二、英國旅遊局星級評鑑制度（適用 Hotel、Self-catering、Holiday Home, Touring and Camping parks、Hostels、Campus Accommodations 及 Holiday Villages）
 - 附件三、英國旅遊局鑽石級評鑑評鑑制度（適用 Guest Accommodation）
 - 附件四、英國旅遊局星級與鑽石級評鑑收費標準表
 - 附件五、2003 年英國旅館業住用率調查報告摘要
 - 附件六、英國住宿設施分類
 - 附件七、汽車協會及英國旅遊局星級評鑑標誌
 - 附件八、英國旅遊局之旅館星級(鑽石)評鑑申請程序與表格
 - 附件九、Swallow Hotels 連鎖旅館出版之旅館簡介摘錄

- 附件十、Choice Hotel 旅館集團（含 Comfort、QUALITY、SLEEP INN 及 Clarion 等四品牌）出版之旅館簡介摘錄及其 Quality Hotel-York 資料
- 附件十一、Menzies Hotels 連鎖旅館出版之旅館簡介摘錄及其四星級旅館-Belford Hotel 資料
- 附件十二、Cotswolds 當地觀光推廣單位編製之推廣簡介
- 附件十三、英國旅遊服務中心
- 附件十四、倫敦地鐵交通網路圖

壹、前言

依民國 66 年 7 月 2 日交通部發布之「觀光旅館業管理規則」，觀光旅館分為「國際觀光旅館」(International Tourist Hotel) 及「觀光旅館」(Tourist Hotel)。另民國 71 年 9 月 9 日交通部核定之「國際觀光旅館評鑑標準表」，將「國際觀光旅館」評鑑標準區分為五朵及四朵梅花級，民國 73 年 11 月 16 日交通部核定之「觀光旅館評鑑標準表」，將「觀光旅館」評鑑區分為二朵及三朵梅花級。

於民國七十二年及七十五年實施觀光旅館等級區分評鑑後，本局衡酌政府角色及當時鄰近國家制度，民國七十六年以後未再辦理評鑑。近年來，我國大力推展觀光事業，住宿設施更為發展觀光事業重要的一環，為便於旅館業經營市場之區隔，並使旅客選擇住宿旅館時有客觀參考標準，旅館等級評鑑已為時勢所趨，又隨著政府近年來大力推動自由化、國際化政策，並於九十一年加入 WTO 後，有關世界各主要先進國家現行旅館評鑑制度及標準如何？均有必要蒐集納入研究。

本次考察爰就英國數個旅館進行參觀，並就英國旅館業管理法令概況及評鑑分級概況，拜訪英國旅遊局 Alison Barham 小姐（附件一），並蒐集旅館評鑑制度及其收費標準（附件二至四）與住用率相關資料（附件五），以為我國今後在輔導管理觀光旅館評鑑工作及研修相關定規之參考。

貳、英國旅館業管理法令概況

經實地了解結果，英國並無「觀光旅館」之名稱，且無旅館業之專責主管機關，亦沒有針對旅館業之獨立管理法令。旅館業係由當地政府管理，興建旅館需符合相關建築管理、消防安全、公共衛生、交通、勞工安全、租稅等法規，與一般建築物興建之審核過程相同。

參、英國住宿設施分類概況

大致有下列八種分類（附件六）：

一、旅館(Hotel)：係多層式建築，通常位於市中心、近郊或休閒渡假地區。一般設施及服務包括餐廳、宴會廳、會議廳、酒吧、商店、室內、外游泳池、商務旅客服務中心、健身房、三溫暖、洗衣房、停車場、機場接送、旅遊諮詢、客房服務等，係提供旅客較完善服務的住宿場所。惟亦包含：

(一) Townhouse：小型位於城鎮個人經營之旅館，提供高品質客房、套房及服務，未必需公共空間或正式餐廳，但可提供高品質客房餐飲服務，為4、5星級旅館。

(二) Travel Accommodation：含民宿型或小型旅館，位於交通便利之公路或市區，未必需公共空間或餐飲場所，適用鑽石評鑑制度。

(三) Restaurants with Rooms：最少12間客房，乾淨清潔且為2星級旅館，有一全日營業之餐廳，餐飲使用當季、當地、新鮮特產。

二、賓館、B&B、小旅店、農舍 (Guesthouse, B&Bs, Inns, Farmhouses)：適用鑽石評鑑制度，

賓館：通常是二、三樓，但也可能是多層式的高層建築，一般提供餐飲服務、康樂設施及充足的停車空間。

B&B：只供應早餐之住宿場所，規模小具有特殊色彩之小旅舍，一般是由屋主提供一對一之個人服務，為具有當地家鄉色彩之住宿環境。

農舍：通常位於鄉間及渡假區之農場住宿設施，一般提供簡單的餐飲及娛樂設施。

三、提供伙食之住宿設施 (Self-catering)：通常位於渡假區，提供傢俱、廚房、客廳、彩色電視機及房間，24小時服務人員。其房價及訂房條件需清晰。

四、渡假小屋、旅遊露營地 (Holiday Home, Touring &

Camping Parks):

渡假小屋：通常位於遠離都會區的渡假地區，許多此類型旅館為迎合當地環境、天候，而提供之住宿設施。

旅遊露營地：設有野餐桌、燒烤架、廁所和淋浴室的露營地，這些場所越來越重視從旅客的最終目的和娛樂需要而發展其經營和服務效益。為此，露營地的開設地點更接近人們常去的主要旅遊點，而且儘量為前往露營的遊客提供各種的娛樂設施和項目。

五、小旅館、招待所 (Hostels): 典型式是兩層或多層之建築，提供清潔客房及友善、有效率之服務人員。餐飲、傢俱及裝飾簡潔，係屬有限度服務的住宿場所。

六、校園住宿設施 (Campus): 位於校園內之住宿設施。

七、節日村落：通常位於遠離都會區的渡假地區，此類型旅館型式多樣，係配合當地風俗、節慶之住宿場所。

八、旅館船舶及租用飛機 (Hotel Boats & Hire Craft) 不予評鑑等級。

肆、英國旅館評鑑制度概況

一、概述

英國有三個旅館評鑑制度：

(一) 英國旅遊局 (ETC-English Tourism Council) 之星 (鑽) 級評鑑制度，開始於二〇〇三年四月 (原為皇冠制度)，為官方評鑑制度，機關之經費由政府補助。評鑑收費：加入會員者需繳入會費，評鑑費用根據客房數及房價為計算基礎，如為會員評鑑費用較低廉 (會員價)。目前有 33,000 住宿設施加入本評鑑制度。

(二) 汽車協會 (AA-Automobile Association) 之星

級評鑑制度：成立於一九一二年，機關之經費由會員及旅遊業者補助。只交會員費評鑑不額外收費。評鑑收費：根據其欲申請之等級付該等級評鑑費用。

(三) 皇家汽車會 (RAC-Royal Automobile Club) 之星級評鑑制度，為客房之評鑑制度，由政府贊助。評鑑收費：根據其欲申請之等級付該等級評鑑費用。

以上三個評鑑制度皆是自願參加性質。

二、AA 旅館評鑑制度說明

(一) 星級說明

一星級旅館：係指小規模而設備裝潢俱佳的旅館只對住房客提供餐飲服務。

二星級旅館：設備及裝潢較一星級旅館為佳。

三星級旅館：規模較大，餐飲之服務亦較多樣。

四星級旅館：提供高標準的服務及舒適的設備。

五星級旅館：指設備豪華，服務週到達國際認定之水準。

(二) AA 旅館星級評鑑制度

旅館轉售時，原有之業主須通知 AA，而新的業主必須重新申請評鑑，接受評鑑之旅館應將其等級標誌懸掛在旅館外，其標誌為壓克力製黃、黑底星星（如附件七），對不同類型、規模之旅館，其評鑑標準皆相同。想接受 AA 評鑑之旅館，向 AA 旅館服務部門申請，於接到申請書及費用後 AA 會派員去評鑑，評鑑要付費，評鑑方式為不事先通知，一位評鑑人員住進設飯店，停留期間通常是一個晚上，評鑑後評鑑人員會表示其身份並和旅館經營者討論，告知其缺失；對評鑑結果有異議，旅館可向 AA 委員會提出申訴。評鑑後，仍將有定期的不通知檢查，以確定旅館之等級正確。AA 旅館評鑑制度將旅館分為一星至五星級，

消費者之意見不列入評鑑項目內。

(三) AA 品質評鑑

AA 除了按旅館之設備及服務給予各申請旅館等級評鑑外，對於表現優異之館另頒予品質鑑定獎。

Red Stars (紅星) — 獎勵表現較優異之旅館。

Rosettes (玫瑰花) — 頒予在服務及餐飲方面表現優異之旅館。

一朵花：指餐飲及服務較同行同等級為佳之旅館。

二朵花：指在餐飲及服務表現非常優越的旅館。

三朵花：指在餐飲及服務表現非常突出的旅館。

(四) AA 旅館評鑑之基本設備要求：

1. 旅館之住宿設備、衛生清潔水準、防災防水及安全防護措施，須符合有關法令之要求，並備客房費率價目表。
2. 在事前或旅客到達登記住房時，應以書面向旅客確認擬住宿客房之價格。
3. 旅館之內部及外部整體裝璜應呈現出高格調的水準。
4. 旅館之各項設備要讓房客感到舒適而方便。
5. 服務人員態度親切，效率高。
6. 每一房間皆有電話設備，公共場所則設有隱密的公用電話。
7. 在公共場所皆有照明及空調設備。
8. 旅館內設有餐廳以供應住房旅客及外面客人之需，但對一星及二星級旅館並非必要項目，餐廳內應備有菜單及價目表。
9. 客房之設備：
 - 備有緊急事件處理說明。
 - 浴室有化粧枱、化粧鏡、洗皂浴巾、冷熱水、充足照明、電動刮鬍刀等。

- 床設有床頭板，床至少長 190cm，寬 90cm(單人)，135cm(雙人)，並鋪設床墊並置床頭櫃。
- 房內設置化粧枱，有關椅凳之設置為：
 - 單人房：一張椅子。
 - 雙人房：一星／二星：一張椅、一張凳。
 - 三星：二張椅子。
 - 四星／五星：二張椅子、其中至少一張係休閒椅。
- 衣櫃。
- 安全門鎖。
- 有足夠走動空間。

三、英國旅遊局之旅館星級(鑽石)評鑑制度

本評鑑制度主要評分重點為：其對住宿旅客之照顧、提供服務多寡與變化性以及硬體設施情形。

星級標誌：頒發給 Hotel、Self-catering、Holiday Home, Touring and Camping parks、Hostels、Campus Accommodations 及 Holiday Villages。

鑽石標誌：頒發給 Guest Accommodation。

Gold or Silver Awards(金或銀星鑽獎)－整體旅館硬體之品質及服務水準營運狀況，較同等級旅館表現更優秀者，頒予金或銀星鑽獎。

Rosettes (玫瑰花)－頒予在服務及餐飲方面表現優異之旅館。

(一) 申請程序 (附件八)

填寫申請書表及相關問卷，附上費用送至評鑑區域中心。區域中心將就旅館填寫之相關資料

轉總部，2 週內總部派員至旅館評估，再 8 週內評鑑人員實際至旅館評鑑，再 3 週內評鑑人員完成相關文件及報告說明送回總部，由總部郵寄文件及證明書、星級或鑽石標誌（如附件七）及對旅館之星（鑽）等建議手冊，旅館資料同時刊登於其網站宣傳推廣。

（二）參加其評鑑需遵守下列行為規範：

1. 要配合其旅館類型，維持其應有之禮貌、清潔及服務水準。
2. 宣傳、摺頁、其他印刷品或電子媒體之廣告，需正確提供旅館用品設施和服務。
3. 向客人說明服務費、稅捐及其他附加價是否包含在住宿價格內，亦要詳細說明其他額外之服務或設施之收費情形。
4. 旅客訂房時，需以電話或其他型式明確告知取消訂房之規定。
5. 要遵守客人住進時所提供給客人之價格。
6. 若住宿設施變動時，應在訂房或有變動時，告訴客人其客房位於附屬建物、同等級旅館或他處，並說明其位置、附屬設施、舒適度與原旅館差異處。
7. 若客人要求，應給客人詳細之帳單與收據。
8. 迅速而有禮貌地處理客人之詢問、訂房、信件。
9. 提供適當服務予殘障人士或特殊需求旅客。
10. 要有公共責任險，符合相關安全衛生需求。

（三）參與評鑑之條件：

1. 每年接受一次等級評鑑，惟有抱怨情形，額外接受評估。
2. 付評鑑費用。
3. 定期填寫資料收集表。

4. 若旅館轉售時，原評鑑之等級不得移轉給新業主，除非英國旅遊局同意，否則新業主須重新申請評鑑。
5. 若業者終止參加等級評鑑，需取下其等級標誌。
6. 不能展示無效之等級標誌。
7. 參加評鑑才可列在英國旅遊局之手冊或網路上宣傳。
8. 未遵守上述規定，將視為違法。

(四) 若業者認為其品質水準能得到旅遊局的贊賞，可申請參加品質鑑定，參加者須：

1. 繳比等級評鑑高之費用，因品質鑑定另需派評鑑人員住宿在飯店。
2. 須通過硬體等級評鑑才可接受品質鑑定，不可只參加品質鑑定。
3. 不論旅館之類型與規模，品質鑑定的方法皆一樣。
4. 若旅館參加等級評鑑及品質鑑定時，旅遊局將派一位評鑑人員，以不通知的方式住進旅館，至其評鑑結束後，才對旅館表明身份，並就其發現給予一些建議。

(五) 以下略述該評鑑制度對客房、浴室、廁所、暖氣與溫控、燈光、窗戶、窗簾及地板要求：

1. 客房：

- (1) 至少六間客房。
- (2) 床尺寸的規定（不包括孩童床）。
 - ◎單人床—6' 3" x3' (190cmx90cm)。
 - ◎雙人床—6' 3" x4' 6" (190cmx137cm)。
- (3) 合理的活動空間（便於床、門、廚櫃和浴室間往來）。較高等級旅館，以上之活

動空間面積須隨著其他傢俱之增加而增加。

- (4) 所有的臥床狀況良好，須有安全的床頭板，床墊內裝彈簧、海綿或其他類似物質，且現代舒適。
- (5) 床單必須乾淨且備有充足數量供更換之用。
- (6) 床單含羽絨被褥，至少每四天更換或每換一住客即更換，為因應環保，可請客人少更換布巾。
- (7) 床單有尼龍質料以外的布料可供選擇。
- (8) 每日須鋪床。
- (9) 每日清理臥房。
- (10) 依住客要求提供乾淨拭手巾或換住客即換新毛巾。
- (11) 提供乾淨浴巾。
- (12) 毛巾架或其他類似東西。
- (13) 有關椅凳之設置為：
單人房：一張椅子。
雙人房：二張椅子或一張椅、一張凳
休閒椅。
- (14) 床頭茶几。
- (15) 衣櫃及足夠的抽屜。
- (16) 彩色電視機、收音機。
- (17) 廢紙筒（抽煙客房置不可燃的廢紙筒）。
- (18) 煙灰缸（抽煙客房）。
- (19) 喝水杯（每一住客一只）。
- (20) 請勿打擾牌子。
- (21) 安全插座。
- (22) 穿衣長鏡。
- (23) 如有電話，需有相關使用及收費說明。
- (24) 供應咖啡/茶等相關用品

2. 浴室：

- (1) 每一間浴室均需有充足的暖氣和通風設備，防滑浴缸或淋浴設備、內鎖、掛勾、肥皂、肥皂盒、洗手盆及鏡子，並按規定更換盥洗用品。
- (2) 提供新肥皂給每一位新住客。
- (3) 提供乾淨拭手巾、浴巾等。
- (4) 窗戶需有窗簾或其他遮隱私物。
- (5) 每六個住客須有一間浴室。(有私人浴室的客房則不包括在內)。
- (6) 全天候供應熱水。

3. 廁所

- (1) 每六位住客至少須有一間通風良好的廁所(臥室已有私人廁所者不在此限)。
- (2) 有蓋馬桶、罩燈、內鎖、廁所用紙及其備份、廢棄簍。
- (3) 洗手臺。

4. 暖氣與溫控：

- (1) 適當安裝且可由住客控制之暖氣。
- (2) 任何型式暖氣應很快使客房溫暖。
- (3) 暖氣供應不額外收費。

5. 燈光：

- (1) 客房與浴室有良好燈光。
- (2) 可由入門處或床邊控制燈光。
- (3) 床邊閱讀燈可由入門處或床邊控制。
- (4) 房間亮度規定：單人房-160 瓦，雙人房-200 瓦。
- (5) 所有燈泡均須有燈罩(裝飾作用的燈泡除外)。

6. 窗戶：

- (1) 至少一扇窗戶可提供足夠的自然光線與通風設備。
- (2) 內廳未必需自然光線。

- (3) 窗戶應給予客房良好光線。
- (4) 當落地窗開啟需是安全無虞。
- (5) 適當裝設且開關容易之窗戶。

7. 窗簾:

- (1) 每扇窗戶均須有全面的不透明(可遮光)窗簾及百葉窗。
- (2) 落地窗客房，須有遮隱私的窗簾。

8. 地板:

- (1) 全面鋪設品質尚可之地毯或床邊防滑地氈、毛毯。
- (2) 本國地毯即可，地磚或硬地面鋪地氈、毛毯。
- (3) 所有地板有適當鋪設。
- (4) 鋪設地毯處踩踏感覺般實舒適。

伍、2003 年英國旅館住用率

2003 年全英國旅館客房住用率為 59%，其中英格蘭、蘇格蘭、威爾斯及北愛爾蘭客房住用率依序為 60%、56%、54%及 47%，除前述客房住用率 (bedroom occupancy) 外，另有佔床率 (bedspace occupancy)、周末及平日住用率 (weekend and weekday occupancy) 之統計。另有地區別住用率統計，如海濱旅館 (seaside)、都會區旅館 (city/large town)、小城鎮旅館 (small town) 及鄉鎮旅館 (country/village)；而賓館 (guest houses) 及 B&B 之住用率亦有統計數據 (附件五)。

陸、其他觀察

- 一、旅遊住宿指南：英國觀光機構或旅館協會或連鎖旅館編印之旅遊住宿指南，內容充實，有關其使用說明、相關符號代表之意義、住宿設施分類、等級區分、戶外遊憩資訊、交通、購物... 等，皆有詳細說明，

方便旅客查閱、使用，值得我國效法。(附件九至十三)

二、旅客服務中心 Information Center：備有免費市區交通指南、觀光指南等小冊子。遊客也可在旅館預約櫃台洽詢旅館預約等事宜，每年全英國 560 個 Information Center，共代為訂房共 300,000 件。(附件十四)

三、退稅制度：在英國購物，須課徵 17.5% 的增值稅 (VAT = Value Added Tax)，惟外國觀光客可辦理退稅。欲辦理退稅的遊客，到機場海關或 VAT 櫃台辦理。其手續如下：向海關退稅櫃檯人員出示退稅單 (購買商品時向商店索取，填寫必要事項及扣除手續費後由商店簽名) 與商品，由其在退稅單上蓋章。如希望以支票退稅或退回信用卡帳戶，需將退稅單放入信封投入退稅櫃檯旁設置之郵筒。日後就會收到扣除手續費的退稅。如希望退現金，則在 VAT 櫃台出示退稅單與商品，就可當場領到扣除手續費之現金。

四、交通：倫敦地鐵有 12 條路線遍佈全市，可通達絕大多數的觀光景點。地鐵路線以不同顏色區分，極易分辨。乘客可在車站售票口或 Information Center 索取口袋型大小的路線圖。地鐵路線將倫敦市區分成 1~6 區 (Zone)，按分區訂定票價。車票種類分為區票與旅遊卡等 2 種。區票可按目的站所屬分區，購買單程或來回票。旅遊卡是可任意搭乘地鐵、公車，類似周遊卷的車票。旅遊卡種類繁多，可配合旅遊目的購買。其交通便利、票種及日期選擇性多，對觀光客極便利。(附件十五)

五、夜間娛樂：酒館飲酒、現場演奏餐廳、俱樂部、音樂

劇、戲劇等夜間娛樂資訊取得相當容易：參考資訊豐富的〈Time Out〉外，晚報的娛樂欄及旅館櫃台亦可取得主要音樂劇、戲劇等資訊。除了週日晚，每晚上都有音樂劇上演，此外也有許多戲劇、舞台劇、古典劇、演奏會、電影、其他的娛樂節目上演，其購票亦方便：透過票券代理商買票，支付15~30%的手續費；委託旅館的大廳經理代購，付2鎊左右的小費；至倫敦戲劇協會營運的售票處，以票面半價加手續費2鎊買到；學生甚至可以便宜得驚人的價錢買到學生站票，對觀光客而言極為便利。

六、觀光資源：英國地大物博，不同區域呈現各種不同迷人面貌，既有光鮮亮麗的國際大都會，亦有訴說悠久歷史的古老文化與遺產，其境內即有20處世界遺產。(世界遺產係指依照世界遺產條約，被認定為對全人類具有普遍性價值的珍貴遺產，而有義務予以維護的文化或自然景觀)，另該國為保護並擁有百年不變之大自然景觀，辦理有國家信託運動，其為1895年成立之民間的自然環境與歷史保護團體，此機構完全不依賴國家援助，其係將歷史性財產對外公開，利用入場費收入或全世界會員繳交的會費等購買土地及歷史性遺產，以防自然景觀遭到破壞或受盲目開發之害。此外，倫敦市區景點、白金漢宮、歷史古堡，國家公園，每年均吸引了世界各地無數的旅客前往觀光。

柒、心得與感想

近年來，政府積極推展觀光事業，提出觀光客倍增計畫，除了建設觀光風景區，提昇文化及自然等觀光品質外，各個觀光旅館的定位與級別更是發展觀光事業不可忽略的一環。旅館之評鑑已為時勢所驅，評鑑除便於旅館經營者投資參考及市場區隔，爭取某一屬性的旅

客，也便於消費者在渡假或商務旅遊時，可以衡量自己的需要與經濟能力，很快且容易選擇合適於所需求的旅館。觀光旅館經過評鑑並輔以等級，幾乎已是國際的通例。

旅館為觀光事業重要之一環，其客房供應量即代表觀光旅客之容量，如無足夠之旅館即無法發展觀光事業。另一方面，有足夠之旅館，不僅房租價格可以穩定，業者亦將競相提高設備及服務水準，對招徠觀光旅客，拓展觀光市場，發揮甚大作用。

國內新型旅館所採用之設備，客房內的裝璜與英國旅館比較，實毫不遜色，部分尚且過之而無不及，旅館內部裝璜設計既新又華麗、建材上等高雅、商場設計，運動器材等設施，均已超過國際性旅館應具之標準。至於消防安全、監視警報設備、訂房訂餐及帳務系統均採用電腦作業，這些設備充分顯示我國新型旅館發展和進步的現況，已邁向追隨最現代化科技的新境界，足可在國際上與國外旅館業一爭長短。

惟旅館業僅係觀光事業中之一環，欲推廣一國觀光，需聯合國內相關機關共同努力、策劃、協調與合作，這些主要的機關包含：中央及地方觀光主管機關，陸海空運輸業、旅館公會、旅行業公會、旅行社、旅館、渡假娛樂地區經營者、機場、文化單位、娛樂事業、會議中心及其他如稅捐、文化、交通等政府機構等全體之合作，以方便旅客在我國境內自由旅遊。

國家旅遊政策，因政治、經濟和社會之環境因素、旅遊業之目的和目標及人力、財務與土地資源供應，均可影響旅遊之發展，旅遊業發達可激發國內與國際間之旅遊交通、增加就業機會和收益、推動地方經濟發展、提高生活水準、保護歷史、文化資產和自然資源，對國

家經濟以及促進其他相關事業之成長，貢獻很大。台灣之觀光事業因客觀因素的存在，客源不穩定，增加投資建設，加強旅遊設施，改善觀光環境衛生，以奠定觀光事業基礎，實為當務之急。

捌、附件

- 附件一、拜會英國旅遊局照片
- 附件二、英國旅遊局星級評鑑制度與標準(適用 Hotel、Self-catering、Holiday Home, Touring and Camping parks、hostels、Campus Accommodations 及 Holiday Villages)
- 附件三、英國旅遊局鑽石級評鑑標準(適用 Guest Accommodation)
- 附件四、英國旅遊局星級與鑽石級評鑑收費標準表
- 附件五、2003 年英國旅館業住用率調查報告摘要
- 附件六、英國住宿設施分類
- 附件七、汽車協會及英國旅遊局星級評鑑標誌
- 附件八、英國旅遊局之旅館星級(鑽石)評鑑申請程序與表格
- 附件九、Swallow Hotels 連鎖旅館出版之旅館簡介摘錄
- 附件十、Marston Hotels 連鎖旅館出版之旅館簡介摘錄
- 附件十一、Choice Hotel 旅館集團(含 Comfort、QUALITY、SLEEP INN 及 Clarion 等四品牌)出版之旅館簡介摘錄及其 Quality Hotel-York 資料
- 附件十二、Menzies Hotels 連鎖旅館出版之旅館簡介摘錄及其四星級旅館-Belford Hotel 資料
- 附件十三、Cotswolds 當地觀光推廣單位編製之推廣簡介
- 附件十四、英國旅遊服務中心
- 附件十五、倫敦地鐵交通網路圖

附件一

附件一



拜會英國旅遊局 Alison Barham 小姐

Marketing English Tourism

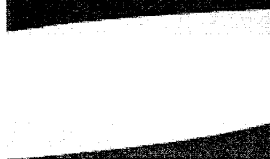
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附件二



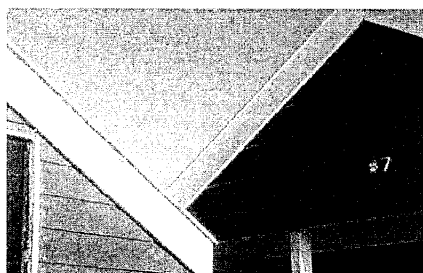
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QUALITY STANDARDS & THE SCHEMES WE OFFER

Consumer demands and expectations change all the time and a successful industry must continually strive to improve the quality of the tourism experience. Assessment standards for accommodation and other sectors are operated in England, Scotland and Wales by the respective tourist board.

- View a press release on the new common Quality Assurance Standards.
- View 'The Britain Quality Review' PowerPoint Presentation
- **VisitBritain's New draft Quality Strategy for England** - Please email any comments to Peter Varlow, Special Projects Director (peter.varlow@visitbritain.org), or David Stanbridge, Head of Quality Standards (david.stanbridge@visitbritain.org)



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Accommodation Standards in England

VisitBritain, formerly the English Tourism Council, in response to consumer demand, has created quality standards for a wide sector of accommodation in England, which include:

- **Hotels** (including Townhouse, Travel Accommodation & Restaurants with Rooms)
- **Guest Accommodation** (including Guesthouses, B&Bs, Inns, Farmhouses)
- **Self-catering**
- **Holiday Home, Touring & Camping Parks**
- **Hostels**
- **Campus**
- **Holiday villages**
- **Hotel Boats & Hire Craft**

The National Quality Assurance Standards helps you to achieve the rating you want for your business - a rating easily understood by your guests. It also offers a wealth of other marketing, promotional and professional benefits. View the participation benefits of the VisitBritain National Quality Assurance Standards.

Stepping Stones
An initiative aimed at Local Authorities addressing the issue of quality in accommodation.

For further information, E:
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- [AWARD SCHEMES](#)

VisitBritain Quality Assurance Schemes
Summary Document



Classifications

The AA, English Tourism Council and RAC, in response to customer demand, have joined forces to create one new overall rating scheme for Hotels and Guest Accommodation.

Now, when you see one of our signs showing Stars or Diamonds, you'll know that the Hotel or Guest Accommodation has been visited overnight anonymously by our qualified Inspectors - all working to the same high standards. It's that simple and that easy to find quality accommodation you can trust.



The Hotel Ratings Explained

Our Star ratings symbolise the level of service, range of facilities and quality of guest care that you can expect. Hotels are required to meet progressively higher standards as they move up the scale from one to five Stars.

★ High Standard of cleanliness. Limited range of facilities and services. Friendly and helpful staff. Restaurant/eating area open to you and your guests for breakfast and dinner. A bar or lounge serving alcohol. 75% of bedrooms with en-suite or private facilities.

★★ All the above plus; better equipped and more comfortable accommodation. All bedrooms with en-suite or private facilities and colour TV. A straight forward range of services with a more personal touch. Food and drink is of a slightly higher standard. A lift is normally available.

★★★ All the above plus; greater quality and a higher standard of services and facilities. Usually larger hotels with more spacious public areas and bedrooms. A more formal style of service. Room service of continental breakfast. Laundry service. Greater attention to quality of food.

★★★★ All the above plus; superior comfort and quality. All bedrooms with en-suite facilities, both shower and WC. More emphasis on quality food and drink. Skilled staff anticipating and responding to needs and requests. Room service of all meals. 24hr drinks and snacks.

★★★★★ All the above plus; luxurious and spacious surroundings. The highest international quality of accommodation, services and a range of extra facilities. Professional, attentive, highly trained staff. Superb cuisine. Striking decor. Exceptional comfort. Sophisticated ambience.

The Guest Accommodation Ratings Explained

Our Diamond ratings reflect visitor expectations, whereby quality is seen as more important than facilities and services. Guest Accommodation is required to meet progressively higher standards of quality and guest care as they move up the scale from one to five Diamonds.

◆ Clean and comfortable. A full cooked or continental breakfast. Other meals where provided, must be freshly prepared. Clean bed linen, towels and fresh soap. Adequate heating, with hot water available at reasonable times for bathing or showers, at no extra cost. An acceptable overall level of quality and helpful service.

◆◆ All the above plus, a higher level of quality and comfort with greater emphasis on guest care in all areas.

◆◆◆ All the above plus; a good overall level of quality. Well maintained practical decor. A good choice of dishes for breakfast. All the above meals where provided, will be freshly prepared using quality ingredients. A greater degree of comfort and guest care.

◆◆◆◆ All the above plus; a very good level of quality and comfort. A very good degree of guest care, and extra attention given to cleanliness and warmth of welcome.

◆◆◆◆◆ All the above plus; an exceptional overall level of quality and comfort with ample space of luxury. A fine quality bed, high quality furniture and interior design. A high proportion of bedrooms with en-suite or private facilities. Other meals where available, made with fresh, seasonal local ingredients. Excellent level of guest care.

Awards - ETC Gold & Silver, AA Red Diamonds & Stars, and RAC Little Gem, Sparkling Diamond & Warm Welcome are awarded to those establishments which not only achieve the overall quality required for their rating, but also reach the highest levels of quality in those specific areas which guests identify as being really important for them.

The Self Catering Ratings Explained

The brand new quality rating system is easy to use and is based on extensive research. So when you choose a Star-rated property you can rest assured that your expectations will be met or even exceeded.

★ Acceptable overall level of quality. Adequate provision of furniture, furnishings and fittings.

★★ All the above plus; Good overall level of quality. All units self-contained - two bathrooms where there are eight or more guests.

★★★ All the above plus; Good to very good overall level of quality. Good standard of maintenance and decoration. Ample space and good quality furniture. All double beds with access from both sides. Microwaves.

★★★★ All the above plus; Excellent overall level of quality. Very good care and attention to detail is obvious throughout. Either access to washing machine and drier, if not provided in the unit, or a 24 hour laundry service.

★★★★★ All the above plus; Exceptional overall level of quality. High levels of decor, fixtures and fittings, together with excellent standards of management efficiency and guest services. Excellent range of accessories and personal touches.

Caravan & Camping Ratings

A rating of from one to five stars is awarded, based on cleanliness, environment and the quality of facilities and service provided.

★★★★★ Exceptional Quality. ★★ Good Quality.
★★★★ Excellent Quality. ★ Acceptable Quality.
★★★ Very Good Quality.

Campus Accommodation: Star Ratings

Campus accommodation includes educational establishments such as universities and colleges with sleeping accommodation in halls of residence of student village complexes. It is rated from one to five Stars. Establishments must meet a minimum entry requirement for the both the provision and quality of facilities and services, including fixtures, fittings, furnishings, decor and any other extra facilities. Progressively higher levels of quality and customer care are provided for each of the Star ratings. The more Stars, the higher the overall level of quality.

Please note - Accommodation ratings are subject to change. The classification ratings have been provided by the English Tourism Council, AA and RAC, however, not all self-catering properties booked through agencies have been inspected by the ETC. The advertising copy has been provided by the individual establishments and is believed to be both accurate and correct at time of going to print. You are advised to verify all information prior to confirming a booking.

Every care has been taken to ensure accuracy in this Accommodation Guide, but Cotswold District Council or Purple Frog Design do not accept responsibility for any errors or omissions; nor does inclusion of an establishment necessarily imply approval or recommendation.

At the time of printing this guide a small number of establishments were awaiting inspection. We recommend you check the classification rating with the establishment before booking.

The Symbols

	Children welcome		Riding and/or pony trekking on site or nearby
	Ground floor bedrooms		Private fishing
	Four poster		Golf on site or nearby
	Telephone in all bedrooms		Shooting on own land
	Television in all bedrooms		Garden 1/2 acre or more
	Television available		Dogs accepted
	Licensed		Senior citizens given reduced rates in low season
	Packed lunch provided on request		POA Price on application
	Special diets provided by prior arrangement		CC Credit cards accepted
	Tea/coffee making facilities		SP Special reduced price packages
	Non smoking areas		Building of notable historical/literary or architectural interest
	Totally smoke free		Bookings can be made through most recognised booking and travel agencies
	Lounge for residents' use		Parking on site
	Night porter on duty		Overnight coach parties accepted
	Central heating throughout		Open Christmas/New Year
	Guests ironing facility		Games room
	Conference facilities for 10 or more		Disabled access
	Sauna bath		Open all year
	Outdoor sports area		Working farm
	Indoor swimming pool		
	Outdoor swimming pool		
	Squash court(s)		
	Tennis court(s)		

Extra facilities for self-catering

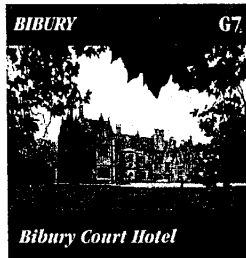
Extra facilities for caravan and camping

	Clothes washing/drying facilities		Public showers/baths
	Electric cooking		Shaver points
	Gas cooking		Flush toilets
	Daily cleaning service		Electric hook up supply
	Gas and electric fires		Childrens play area
	Gas/electric by meter		Cafe/restaurant on site
	Linen hire service		Food shop
	Linen provided free of charge		ABR Advanced booking recommended
	Visitors must provide their own linen	<p>Due to space restrictions each property has chosen a maximum of 11 symbols from the above list.</p> <p>They will also have other facilities, so please check when making your booking if you require something specific.</p>	
	Refrigerator		
	Washing machine facilities		
	Telephone available		
	Parking alongside pitch		
	Mains water		

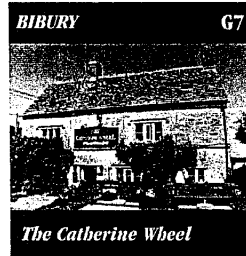
ACCOMMODATION BOOKING HOTLINE

Dial direct on 01451 831971, 01451 822583 or 01285 655526 to make a booking. The service is available between 10am and 4pm throughout the year. Please allow 48 hours for the centre to process your booking. Access or Visa card details required. This service is not available for self-catering holidays.

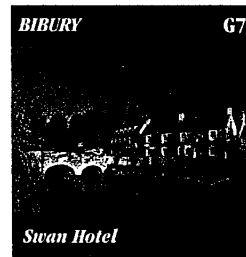
REGRETTABLY, IN PERIODS OF HEAVY DEMAND IT MAY NOT BE POSSIBLE TO FIND ACCOMMODATION.



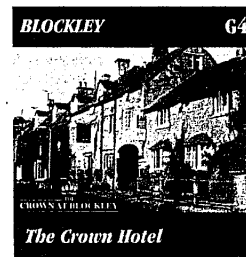
BIBURY G7
AA ★ ★ ★ RESTAURANT
Bibury, Cirencester, Gloucestershire GL7 5NT
 Tel (01285) 740337 Fax (01285) 740660
 Email info@biburycourt.com
 Web www.biburycourt.com
 Contact - Simon Gould
 Bibury Court, run more as a house than an hotel, is an ideal place to relax, unwind and enjoy morning coffee, a light lunch, afternoon tea or a more formal dinner. Johansens Most Excellent Country House Award 2001. Good Hotel Guide 2003 'Manor House of the Year'. Open all year.
 Double: 10 Twin: 6 Family: 2
 Ensuite: 16 Private: 2
 £ from S: £115 D/T: £135-£220 F: £195-£235
 Extra Bed: £40 Cot: £10 Continental breakfast included



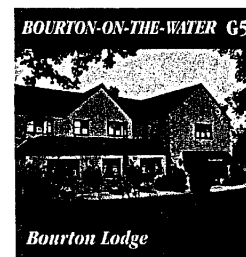
BIBURY G7
ETC ♦ ♦ ♦
Bibury, Nr. Cirencester, Gloucestershire GL7 5ND
 Tel (01285) 740250
 Email catherinewheel.bibury@eldridge-pope.co.uk
 Contact - Gwyn Drivers
 Delightful Cotswold 15th century inn, original timber beams, log fires in winter time, excellent food, wines and ales. Ensuite rooms. Charming location in what some believe to be the best village in England. Open all year.
 Double: 2 Twin: 2
 Ensuite: 4
 £ from Single: £39 Double/Twin: £59



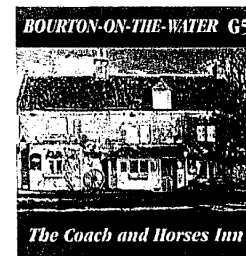
BIBURY G7
ETC ★ ★ ★
Bibury, Gloucestershire GL7 5NW
 Tel (01285) 740695 Fax (01285) 740473
 Email swanhot1@swanhotel-cotswolds.co.uk
 Web www.swanhotel.co.uk
 Contact - Noel Lington
 The Swan Hotel lies in the depths of the Cotswold hills in the village of Bibury, the place William Morris called the 'prettiest village in England'. All of our individually styled bedrooms, some with 4 poster beds have lavish bathrooms, three with large Jacuzzi baths. Lovely Christmas and New Years Eve programmes.
 Double: 12 Twin: 5 Family: 1
 Ensuite: 18
 £ from Double/Twin: £130
 Prices quoted are room only, midweek, Sunday to Thursday



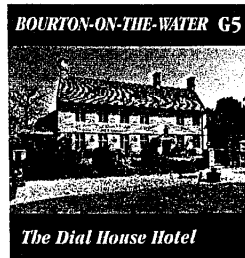
BLOCKLEY G4
RAC ★ ★ ★ 2 DINING AWARDS
High Street, Blockley, Gloucestershire GL56 9EX
 Tel (01386) 700245 Fax (01386) 700247
 Email info@crown-inn-blockley.co.uk
 Web www.crown-inn-blockley.co.uk
 Contact - Mr Andrew Kertal and Mrs Mandy Eden
 The best kept secret in the Cotswold located in one of the most attractive upspoil villages in the Cotswolds. Award-winning restaurant. 24 excellent recently refurbished ensuite bedrooms. Log fires. Own car park. 4-poster rooms. Open all year.
 Double: 16 Twin: 5 Family: 2
 Ensuite: All
 £ from S: £54.95 D/T: £79.90 F: £89.90
 Children under 10 years: £10 Up to 14 years: Half Price



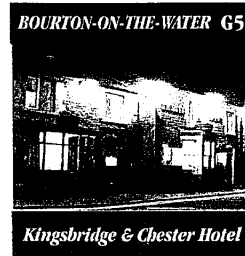
BOURTON-ON-THE-WATER G5
ETC ♦ ♦ ♦ ♦
Whitesboots Hill, Bourton-on-the-Water, Gloucestershire GL54 2LE
 Tel (01451) 820387 Fax (01451) 812827
 Email BourtonLodge@aol.com
 Web www.bourton-lodge-hotel.co.uk
 Contact - Solla Family
 Set in the Cotswold hills approximately 1/2 mile from the village. Ideally situated for sightseeing. Friendly family run, comfortable accommodation. Excellent fully licensed chef/patron restaurant. Lounge with wood burning stove. Short breaks available. Ample parking. Open all year.
 Double: 6 Twin: 1 Family: 2 King: 1
 Ensuite: 10
 £ from S: £45-£60 D: £55-£65 F: £55-£70
 F: £80-£95 King: £65-£75



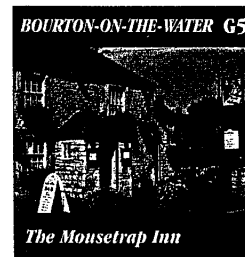
BOURTON-ON-THE-WATER G5
ETC ♦ ♦ ♦ ♦
Stow Road, Bourton-on-the-Water, Cheltenham, Gloucestershire GL54 2HN
 Tel (01451) 821084 Fax (01451) 810570
 Email info@coach-horses.com
 Web www.coach-horses.co.uk
 Contact - C Arcalis
 Deightful inn offering 17th century charm with 21st century comfort. All rooms have views over rolling Cotswold hills. 2 four poster, 2 doubles and 11 twin with disabled facilities. Ideal base to discover the Cotswolds. Lunch/Evening meals available.
 Double: 4 Twin: 1
 Ensuite: 5
 £ from Single: £45 Double/Twin: £65 Four-poster: £75



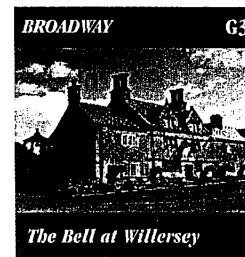
BOURTON-ON-THE-WATER G5
ETC ★ ★ SILVER AWARD
The High Street, Bourton-on-the-Water, Gloucestershire GL54 2LY
 Tel (01451) 822244 Fax (01451) 810126
 Email info@dialhousehotel.com
 Web www.dialhousehotel.com
 Contact - Adrian and Jane Campbell-Howard
 Beautiful 17th Century hotel nestling peacefully in village centre. 1/2 acre walled garden. Award winning restaurant. Private parking. Lunch and dinner all year round. Log fires in winter. Offers available year round. Johansens recommended. Awarded best hotel in Gloucestershire 2002. Open all year.
 Double: 10 Twin: 2 Family: 1
 Ensuite: 13
 £ from S: £45-£75 D: £90-£150 T: £90-£114
 F: £114-£171 Children up to 14 years: £27.50



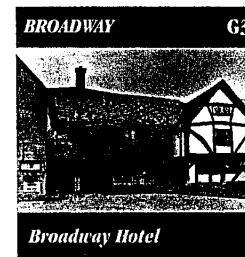
BOURTON-ON-THE-WATER G5
ETC ♦ ♦ ♦ ♦
Bourton-on-the-Water, Gloucestershire GL54 2BS
 Tel (01451) 820371
 Email kingsbridgeinn@eldridgepope.co.uk
 Web www.chesterhouse.u-net.com
 Contact - Clive and Tina Brookes
 Bourton-on-the-Water is home to both the centrally located Kingsbridge Inn and Chester House Hotel. The 22 bedroom Cotswold hotel offers ground floor access, welcomes dogs and provides bed and breakfast. The riverside Kingsbridge Inn offers any further meals and refreshments.
 Double/Twin: 22
 Ensuite: 22
 £ from S: £35-£59 D/T: £40-£89 F: £59-£99



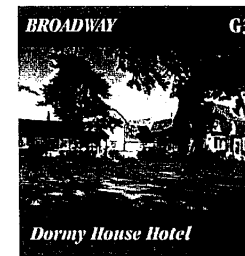
BOURTON-ON-THE-WATER G5
ETC ♦ ♦ ♦ ♦
Lansdowne, Bourton-on-the-Water, Gloucestershire GL54 2AR
 Tel (01451) 820579 Fax (01451) 822393
 Email mtinn@waverider.co.uk
 Web www.mousetrap-inn.co.uk
 Contact - Keith and Yvonne Durnin
 Small family-run inn with 10 rooms all individually decorated. We have built up an excellent reputation for our food in Bourton-on-the-Water and pride ourselves on the range of traditional dishes. They are all served in the homely comfort of our bar or separate no smoking dining area.
 Double: 6 Twin: 3 Suite: 1
 Ensuite: All
 £ from Double: £45



BROADWAY G3
ETC ♦ ♦ ♦ ♦
Willersey, Broadway, Worcestershire WR12 7HJ
 Tel (01386) 858405 Fax (01386) 852563
 Email reservations@bellatwillersey.fsnet.co.uk
 Web www.the-bell-willersey.com
 Contact - Maggie and Warren McDivitt
 17th century inn overlooking the village greens and duck pond. 1 mile away from Broadway, a perfect location for touring. Enjoys a high reputation for home produced food open lunchtime and evening. Relax in our brand new bedrooms situated in our courtyard. Open all year.
 Double: 2 Twin: 1 Family: 1 Four Poster: 1
 Ensuite: 5
 £ from S: £45-£55 D/T: £60 F: £75-£85



BROADWAY G3
AA ★ ★ ★
The Green, Broadway, Worcestershire WR12 7AA
 Tel (01386) 852401 Fax (01386) 853979
 Email info@broadwayhotel.info
 Web www.cotswold-inns-hotels.co.uk
 Contact - Simon Foster, Manager
 15th century Abotts summer retreat with open beams, a minstrel gallery and a huge inglenook fireplace. Recently refurbished with modern fabrics and luxuries. Ideal for Stratford-upon-Avon and Cheltenham. Close to Warwick and Sudeley Castles. Open all year.
 Single: 3 Double: 11 Twin: 6
 Ensuite: 20
 £ from Single: £75 Double/Twin: £125




BROADWAY G3
ETC & AA ★ ★ ★ SILVER AWARD AA RESTAURANT
Willersey Hill, Broadway, Worcestershire WR12 7LF
 Tel (01386) 852711 Fax (01386) 858636
 Email reservations@dorothyhouse.co.uk
 Web www.dorothyhouse.co.uk
 Contact - David G Field, General Manager
 Amidst beautiful Cotswold countryside, few miles from Stratford-upon-Avon, the 17th century Dorothy House is surrounded on 3 sides by Broadway Golf Course. Elegant bedrooms, all ensuite, have every comfort & an out Dining Room you can enjoy exceptional cuisine & service. Closed 24-27 December. 1 mile south of Broadway.
 Single: 1 Double: 18 Twin: 25 Suites: 4
 Ensuite: All
 £ from S: £120 D: £160 T: £170 F: £205

HOTELS AND INNS

BOOKING HOTLINE - dial direct on 01451 831971, 01451 822583 and 01285 655526.

36 Prices are usually per room including breakfast and VAT, but check prices and facilities before booking. Please mention this guide when making your booking.


BURFORD H6



The Bay Tree Hotel

AA ★★ ★ RESTAURANT
Sheep Street, Burford, Oxon OX18 4JW
Tel (01993) 822791 Fax (01993) 823008
Email info@baytreehotel.info
Web www.cotswold-inns-hotels.co.uk
Contact - Mr Stephen Wilson (Manager)
16th century limestone walls with overhanging wisteria and inside exposed beams, flagstone floors and modern British cooking in the candlelit restaurant. Decorated throughout with antique furniture. Close to Ebury, Barton-on-the-Water and Oxford. Parking. Open all year.
Suite: 4 Double: 11 Twin: 6
Ensuite: 21
£ from Double: £155 Superior Garden Room: £185
Garden Room: £165 Master Suite: £230 Junior Suite: £205

BURFORD H6



The Inn for all Seasons

AA ★★ ★ RESTAURANT
The Barringtons, Burford, Oxon OX18 4TN
Tel (01451) 844324 Fax (01451) 844375
Email sharp@innforallseasons.com
Web www.innforallseasons.com
Contact - Mr and Mrs M R Sharp
16th century coaching inn with ensuite bedrooms - Roseate for outstanding food. Secure parking. Ideal for touring the Cotswolds. Approximately 3 miles west of Burford. Open all year.
Double/Twin: 9 Family: 1
Ensuite: All
£ from S: £51-£54 D/T: £87-£93 F: £112-£134
Children under 10 years: £17.50 Up to 14 years: £54

CHIPPING CAMPDEN G3



The Cotswold House Hotel

AA ★★ ★ RESTAURANT
The Square, Chipping Campden, Gloucestershire GL53 6JY
Tel (01386) 840330 Fax (01386) 840310
Email reception@cotswoldhouse.com
Web www.cotswoldhouse.com
Contact - Ian Taylor
Cotswold House takes pride of place in the High Street. The individually designed bedrooms boast gigantic comfortable beds and all have ensuite bathrooms. The garden room restaurant and more informal brasserie with inspirational chef, Simon Hulstone at the helm, are excellent and already held in high regard. Open all year.
Single: 1 Double: 4 Double/Twin: 15 Family: 1
Ensuite: All
£ from S: £125-£130 D: £185-£275 F: £215-£295
F: £275-£550 Children Up to 14 yrs: £35

CHIPPING CAMPDEN G3



Eight Bells Inn

ETC ★★ ★
Church Street, Chipping Campden, Gloucestershire GL53 6JG
Tel (01386) 840371 Fax (01386) 841669
Email nellie@eightbellsinn.co.uk
Web www.eightbellsinn.co.uk
Contact - Neil and Julie Hargreaves
An unspoilt 14th century Cotswold inn featuring open fires in winter & candlelit tables all year round. In addition there is a sun-drenched courtyard & terraced beer garden which overlooks the church. All accommodation is en-suite, food is of the very highest standard & a friendly but informal welcome awaits you. Open all year.
Double: 3 Twin: 1
Ensuite: 4
£ from S: £45-£55 D: £70-£85 F: £70-£100

CHIPPING CAMPDEN G3



The Kings Arms Hotel & Brasserie

AA CLASSIFICATION APPLIED FOR
The Square, Chipping Campden, Gloucestershire GL53 6JW
Tel (01386) 840256 Fax (01386) 841598
Email info@thekingsarmshotel.com
Web www.thekingsarmshotel.com
Contact - Mr Quentin Creese
Fantastic 17th Century mellow stone townhouse, bang in the middle of Chipping Campden, probably the most beautiful of Cotswold towns. Stylish interiors, great locally sourced food, real ales, superb wines and friendly unfussy service. Perfect base for exploring the Cotswolds. Open all year.
Double: 8 Twin: 3
Ensuite: 11
£ from Single: £65-£115 Double: £85-£135
Children up to 14 years: FOC (Price includes Continental breakfast)

CHIPPING CAMPDEN G3



The Noel Arms Hotel

ETC AA ★★ ★ AA RESTAURANT
High Street, Chipping Campden, Gloucestershire GL53 6AT
Tel (01386) 840317 Fax (01386) 841136
Email info@noelarmshotel.info
Web www.cotswold-inns-hotels.co.uk
Contact - Vicky Swankie
Traditional 14th century inn in the heart of Chipping Campden. Beautifully refurbished using modern fabrics and luxuries. Award-winning cuisine in the Gainsborough Restaurant. Dovers Bar serves traditional bar meals lunchtimes and evenings. Dogs welcome. Parking. Open all year.
Double: 9 Twin: 8 Family: 1 4 Poster: 2 Superior: 6
Ensuite: 26
£ from S: £90-£107 D/T: £129-£154
F: £145-£174 4-Poster: £140-£174


CHIPPING CAMPDEN G3



Red Lion Inn

ETC ★★ ★
Lower High Street, Chipping Campden, Gloucestershire GL53 6JN
Tel (01386) 840760
Email redlioninn@btopenworld.com
Contact - Roger and Jean Leigh
Definitely one for the whiskey & wine buff - this characteristic inn, since 1630 offers fresh, seasonal, local beauty - sensuality proud & five cosy rooms (ensuite) nestled in a converted barn. Well positioned for walking, sight seeing & local shopping. Open all year.
Double: 4 Twin: 1 Double/Twin: 1
Ensuite: 6
£ from Single: £55-£65 Double: £80-£90 Twin: £80

CHIPPING CAMPDEN G3



Seymour House Hotel

AA & RAC ★★ ★ RAC DINING AWARD
High Street, Chipping Campden, Gloucestershire GL53 6JH
Tel (01386) 840429 Fax (01386) 840369
Email enquiry@seymourhousehotel.com
Web www.seymourhousehotel.com
Contact - Mr F Tocchini
Seymour House is situated in one of the Cotswold's best-loved towns, Chipping Campden. The hotel offers an ideal combination of comfort and convenience in a beautiful and relaxing setting. The newly renovated Mating Suite is licenced for civil wedding ceremonies.
Double: 7 Twin: 4 Suite: 5
Ensuite: All
£ from S: £80-£160 D/T: £110-£130 Suite: £160-£180
Children up to 14 years: FOC (sharing parents room, breakfast extra)


CHIPPING CAMPDEN G3



Three Ways House

RAC ★★ ★ RAC 2 DINING AWARDS
McKlelon, Chipping Campden, Gloucestershire GL53 6SB
Tel (01386) 438429 Fax (01386) 438118
Email threeways@puddingclub.com
Web www.puddingclub.com
Contact - Jill Coombe
A Cotswold village hotel close to Chipping Campden, Broadway and Stratford-upon-Avon. Comfortable bedrooms, cosy bar, good food and friendly service. Renowned as home of The Pudding Club. 3 miles from Chipping Campden. Open all year.
Single: 3 Double: 18 Twin: 17 Family: 3
Ensuite: 41
£ from Single: £72 Double/Twin: £100 Family: £135
Children under 14 years: FOC


CHIPPING NORTON 15



Mill House Hotel

AA ★★ ★ RESTAURANT
Kingham, Oxon OX7 6UH
Tel (01608) 658188 Fax (01608) 658492
Email stay@millhousehotel.co.uk
Web www.millhousehotel.co.uk
Contact - John Parslow
Cotswold stone mill house dating back to Domesday Book of 1086 and set in 9 acres of lawned gardens with trout stream. 23 luxurious en-suite bedrooms fully refurbished in 2003. Two AA rosettes for food. Idyllic surroundings for complete relaxation. 3 miles west of Chipping Norton. Open all year.
Double/Twin: 23
Ensuite: 23
£ from Single: £85 Double: £120
Children up to 14 years: £15

CIRENCESTER F7



The Black Horse

RAC ★★ ★
17 Castle Street, Cirencester, Gloucestershire GL7 1QD
Tel (01285) 653187 Fax (01285) 659772
Email blackhorse.cirencester@eldridge-pope.co.uk
Contact - Ms Mandy Huckle
The oldest pub in Cirencester. Situated in the heart of town, with the parish church just across the road. All rooms ensuite with TV. A great place to explore the rest of the Cotswolds. Open all year.
Double: 2 Double/Twin: 2
Ensuite: 4
£ from Single: £49 Double/Twin: £59 Family: £69

CIRENCESTER F7




Corinium Hotel

ETC ★★ ★
12 Gloucester Street, Cirencester, Gloucestershire GL7 2DG
Tel (01285) 659711 Fax (01285) 885807
Email info@coriniumhotel.co.uk
Web www.coriniumhotel.co.uk
Contact - Tim McGrath
Fronting historic Gloucester Street in Cirencester town centre, the Corinium Hotel was built in 1595 as an Elizabethan wool merchant's house. Our rooms of character are completely refurbished. We offer a warm welcome, a relaxed & informal atmosphere & excellent cuisine, in the Courtyard bar, Merchants Restaurant or in the pretty garden. Open all year.
Single: 1 Double: 9 Twin: 2 Family: 3
Ensuite: 15
£ from Single/Double: £75-£95 Twin: £79 Family: £95

Blue adverts = Hotels and Inns
Green adverts = Guesthouses, Farmhouses and Bed & Breakfast
Maroon adverts = Self Catering Accommodation
S = Single room D = Double room
T = Twin room F = Family room

STOW-ON-THE-WOLD H5




Stow Lodge Hotel

ETC ★★★
The Square, Stow-on-the-Wold, Cheltenham, Gloucestershire GL54 1AB
 Tel (01451) 830485 Fax (01451) 831671
 Web www.stowlodge.com

Contact - C D Hartley
 Situated in its own grounds overlooking the Market Square, this friendly family-run manor house hotel offers comfortable, traditionally furnished en-suite bedrooms, a lounge enhanced by an open fire-place with log fires in season and excellent home-cooked food in the restaurant. Open end January to mid-December.

Single: 1 Double: 11 Twin: 9
 Ensuite: 21
 £ from Single: £65-£120 Double/Twin: £75-£150

STOW-ON-THE-WOLD 15




The Tollgate Hotel

ETC ♦♦♦♦
Church Street, Kingham, Oxfordshire OX7 6JA
 Tel (01608) 658389 Fax (01608) 659467
 Email info@the-tollgate.com
 Web www.the-tollgate.com

Contact - Elaine Conway
 Situated in the idyllic Cotswold village of Kingham, The Tollgate offers something a little different from the norm. This grade II listed building is a refurbished farm house which has been lovingly restored - a real home from home. Approx 4 miles east of Stow. Open all year.

Double: 8 Twin: 1 Family: 1
 Ensuite: 10
 £ from S: £50-£70 D: £70-£100 F: £100-£140

STOW-ON-THE-WOLD H5



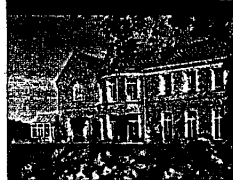
The Unicorn Hotel

ETC, AA & RAC ★★★ RAC DINING AWARD
Sheep Street, Stow-on-the-Wold, Gloucestershire GL54 1HQ
 Tel (01451) 830257 Fax (01451) 831090
 Email reception@birchhotels.co.uk
 Web www.birchhotels.co.uk

Contact - Mr Nabil Lai
 17th century honey stoned walls hung with flower boxes bursting with colour. Fabulous cooking in the elegance of the Georgian restaurant, ancient oak beams and in winter, roaring log fires. Near Stratford-upon-Avon and Cheltenham. Ideal for Kiltgate and Hidcole Manor Gardens. Open all year.

Single: 2 Double: 14 Twin: 4
 Ensuite: 20
 £ from S: £60-£65 D/F: £78-£105 4-Poster: £135-£138

STOW-ON-THE-WOLD H5




Wyck Hill House Hotel

AA ★★★★★ RESTAURANT
Burford Road, Stow-on-the-Wold, Gloucestershire GL54 1HY
 Tel (01451) 831936 Fax (01451) 832243
 Email wyck@wrensgroup.com
 Web www.wrensgroup.com

Contact - Colin Heaney
 18th century hill top mansion standing in 100 acres overlooking the beautiful Windrush valley. A wonderful setting for wedding receptions, civil ceremonies, private parties and conferences. Weekend breaks available. Dine in elegance and style in our luxurious award-winning dining room. Open all year.

Double/Twin: 31 Family: 1
 Ensuite: 32
 £ from Single: £123.50 Double: £175 Family: £233
 Children up to 10 years: £30

STROUD D7




The Bear of Rodborough

AA ★★ ★
Rodborough Common, Stroud, Gloucestershire GL5 5DE
 Tel (01453) 878522 Fax (01453) 872523
 Email info@bearofrodborough.info
 Web www.cotswold-inns-hotels.co.uk

Contact - Mr Paul Davis (Operations Manager)
 Situated high above Stroud on the wilds of Rodborough Common, within 200 acres of National Trust land. Recently refurbished, each of the hotels forty-six rooms are individually furnished. Ideally situated for visits to Bath and Cheltenham.

Single: 6 Double: 18 Twin: 20 Suite: 2
 Ensuite: 46
 £ from Single: £75 Double/Twin: £120

TETBURY D9




Calcot Manor

RAC ★★ ★ RAC GOLD RIBBON 3 DINING AWARDS
 AA ★★ ★ RESTAURANT
Calcot, Near Tetbury, Gloucestershire GL8 8YJ
 Tel (01666) 890391 Fax (01666) 890394
 Email reception@calcotmanor.co.uk
 Web www.calcotmanor.co.uk

Contact - Kate Simmonds
 This charming Country House Hotel, set in peaceful gardens, is renowned for the excellence of its restaurant & the informality of its Gunstool Inn. Offering 29 beautifully furnished bedrooms, excellent facilities for children & a superb Health & Beauty Spa. 3 miles West of Tetbury. Open all year.

Double: 14 Twin: 5 Family: 10
 Ensuite: 29
 £ from S: £140 D/F: £165-£205 F: £205-£240
 Children up to 12 years: £20 Over 12 years: £25

WESTONBIRT D9



Hare and Hounds Hotel

AA & RAC ★★ ★
Westonbirt, Near Tetbury, Gloucestershire GL8 8QL
 Tel (01666) 881000 Fax (01666) 880241
 Email hareandhoundsvt@aol.com
 Web www.hareandhoundsotel.co.uk

Contact - Richard and Laura Price
 Comfortable, relaxing hotel in beautiful gardens next to Westonbirt Arboretum and 2 1/2 miles from Tetbury. Elegant restaurant and Jack Hare's Bar, offering interesting food and wine list and real ales. Own tennis, squash and croquet. Nearby polo, golf and excellent walks. Open all year.

Single: 4 Double: 15 Twin: 12 Family: 4
 Ensuite: 31
 £ from S: £65-£85 D/F: £90-£105 F: £95-£120

WINCHCOMBE F4




The White Hart Inn

ETC ♦♦♦♦
High Street, Winchcombe, Near Cheltenham, Gloucestershire GL54 5JF
 Tel (01242) 602359 Fax (01242) 602703
 Email enquiries@the-white-hart-inn.com
 Web www.the-white-hart-inn.com

Contact - Nicole and David Burr
 Charming 16th century family run Coaching Inn. Ideal base for touring the Cotswolds. Walking & cycling nearby. Sudeley Castle 15 mins walk. Individually decorated bedrooms, some featuring Swedish antiques. Award-winning brasserie style restaurant serving continental & Scandinavian cuisine. Stable bar/pizzeria open Tues-Sun. Open all year except Christmas Day.

Double: 4 Twin: 3 Family: 1
 Ensuite: 8 Suite: 2
 £ from S: £55-£110 D/F: £65-£110 F: £90-£125

ASHTON KEYNES F9




Waterbay Farm

ETC ♦♦♦♦
Leigh, Near Cricklade, Wiltshire SN6 6QY
 Tel (01285) 861253

Contact - Mrs J Humming
 300 year old Cotswold stone beamed farmhouse set in delightful garden. Dining room/TV lounge with splendid inglenook fireplace. Spacious bedrooms. Working farm in peaceful surroundings on edge of Water Park, Thames Path 200 yards. Approximately 1 mile from Ashton Keynes.

Double: 1 Twin: 1
 Ensuite: 2
 £ from Single: £23-£30 Double: £40-£50

ASHTON KEYNES F8




Wheatleys Farm

ETC & AA ♦♦♦♦
High Road, Ashton Keynes, Swindon, Wiltshire SN6 6AX
 Tel and Fax (01285) 861310
 Web www.smoothhound.co.uk/hotels/wheatleys.html

Contact - Gill Freeth
 A new, traditionally built farmhouse on 500 acre working farm on outskirts of this picturesque village in Cotswold Water Park. Peaceful surroundings with leisure and sporting activities very close by. Two pubs with restaurants within walking distance. Open all year.

Double: 1 Family: 1
 Ensuite: 2
 £ from Single: £35 Double: £50-£56 Family: POA

BIBURY G7




Cotteswold House

ETC & AA ♦♦♦♦ ETC GOLD AWARD
Arlington, Bibury, Cirencester, Gloucestershire GL7 5ND
 Tel and Fax (01285) 740609
 Email cotteswold.house@btconnect.com
 Web <http://home.btconnect.com/cotteswold.house/>

Contact - Mrs Judith Underwood
 Enjoy a relaxed friendly atmosphere in the family home in Bibury. Ideally situated for touring the Cotswolds. All bedrooms ensuite with TV and tea/coffee making facilities. Guest Lounge/Dining Room. No smoking. Parking.

Double: 2 Twin: 1
 Ensuite: 3
 £ from Single: £40 Double/Twin: £55
 Children up to 10 years: £22.50

BIBURY G7



The William Morris

ETC ♦♦♦♦ GOLD AWARD
11 The Street, Bibury, Gloucestershire GL7 5NP
 Tel (01285) 740555
 Web www.thewilliammorris.com

Contact - Mrs Jean Hyde
 Idyllic 17th century cottage situated on the banks of the River Coln opposite the famous Arlington Row. Individually furnished with classic William Morris designs and antiques, our en-suite bedrooms provide a tranquil retreat for the discerning visitor. Sumptuous breakfasts using local produce. Open all year.


Double: 2
 Ensuite: 2
 £ from Double: £60

GUEST HOUSES, FARMHOUSES AND BED & BREAKFAST

BOOKING HOTLINE - dial direct on 01451 831971, 01451 822583 and 01285 655526.

40 Prices are usually per room including breakfast and VAT, but check prices and facilities before booking. Please mention this guide when making your booking.


BLEDDINGTON H5



Bould Farm

AA ♦♦♦♦
Bould, Near Ilbury, Clipping Norton, Oxon OX7 6RT
 Tel and Fax (01608) 658850
 Email meyrick@bould-farm.fsnet.co.uk
 Web www.bouldfarm.co.uk
 Contact - Lynne Meyrick
 17th century Cotswold farmhouse on 400 acre family farm, set in beautiful countryside. 10 minutes drive from Burford and Slow. Ensuite double and family rooms. Large garden, roller and TV in room. Approximately 2 miles from Bledington. Open February to November.
 Double: 2 Family: 1
 Ensuite: 2 Private: 1
 £ from S. £35-D. £55-T. £60
 Children under 12 years: Half price


BLOCKLEY G4



Arretton House

ETC & AA ♦♦♦♦ ETC SILVER AWARD
Station Road, Blockley, Near Moreton-in-Marsh, Gloucestershire GL56 9DT
 Tel and Fax (01386) 701077
 Email bandb@arretton.demon.co.uk
 Web www.arretton.demon.co.uk
 Contact - Mrs Gloria Baylis
 Traditional Cotswold stone village house retaining many original features. The guests' lounge having stone walls and beamed ceiling. Set in the centre of this tranquil village. Private entrance and parking, bedrooms having full facilities. Good evening meal available at pub nearby. Open all year.
 Double: 1 Twin: 1 Four-poster/Family: 1
 Ensuite: 3
 £ from S. £35-£40 D/T. £44-£50 F. £56
 Four-poster: £18 Children from 4 years: £10


BOURTON-ON-THE-WATER G5



Alderley Guesthouse

ETC ♦♦♦♦ SILVER AWARD
Rissington Road, Bourton-on-the-Water, Cheltenham, Gloucestershire GL54 2DX
 Tel and Fax (01451) 822788
 Email alderleyguesthouse@hotmail.com
 Web www.alderleyguesthouse.com
 Contact - Mr and Mrs S Reynolds
 Alderley is the perfect location to tour the wonderful villages of the Cotswolds. We are set in a mature garden with lots of secure parking. Tastefully decorated rooms ensure a relaxing stay with tea/coffee making facilities, colour TV and central heating. Open all year.
 Double: 2 Double/Twin: 1
 Ensuite: 3
 £ from S. £38-£50 D/T. £50-£60 F. £60-£70
 Children up to 10 years: £10 Up to 14 years: £15


BOURTON-ON-THE-WATER G5



Broadlands Guest House

ETC ♦♦♦♦
Clifton Row, Bourton-on-the-Water, Gloucestershire GL54 2DX
 Tel (01451) 822002 Fax (01451) 821776
 Email marco@broadlands-guest-house.co.uk
 Web www.broadlandsguesthouse.com
 Contact - Marco Ferrari
 Situated in quiet street 2 minutes level walk from village centre. Furnished to a high standard to provide a friendly home-from-home atmosphere. Tea/coffee, colour TV, radio, alarms, hairdryers, central heating, licensed, parking. Special long-stay breaks. Getaway breaks from Nov - Mar.
 Double: 5 Twin: 3 Family: 3
 Ensuite: All
 £ from Single: £40 Double/Twin: £48 Family: £69-£80
 Children up to 10 years: £14 up to 14 years: £20

BOURTON-ON-THE-WATER G5



Coombe House

ETC ♦♦♦♦ GOLD AWARD AA ♦♦♦♦
Rissington Road, Bourton-on-the-Water, Gloucestershire GL54 2DT
 Tel (01451) 821966 Fax (01451) 810477
 Email coombe.house@virgin.net
 Web www.2stags.com
 Contact - Richard and Pat Slagg
 A charming peaceful house in lovely gardens with sun terrace, five minutes riverside walk from the village and restaurants. Pretty en-suite bedrooms thoughtfully equipped. Guests' lounge and attractive dining room where traditional breakfast is served. Private parking. Licensed. Restricted Winter opening.
 Double: 4 Twin: 2
 Ensuite: 6
 £ from S. £40-£55 D. £55-£70 T. £60-£75


BOURTON-ON-THE-WATER G5



Cotswolds Bed & Breakfast "Rooftrees"

ETC ♦♦♦♦
Rissington Road, Bourton-on-the-Water, Gloucestershire GL54 2DX
 Tel (01451) 821943
 Contact - Mrs S Farley
 Family-run Cotswold stone guest house in own grounds. 8 minutes level walk from village centre. 2 double luxury four poster bedrooms, tea making, colour TV facilities in all bedrooms. Non-smoking. Evening meal available. Parking. Access/Visa & Master Card. +4% c.c.c. Open all year.
 Double: 2.5
 Ensuite: 3
 £ from Double: £42-£48


BOURTON-ON-THE-WATER G5



Cotswold Carp Farm

ETC ♦♦♦♦
Bury Barn Lane, Bourton-on-the-Water, Gloucestershire GL54 2HB
 Tel (01451) 821795
 Contact - Mr T A Davidson
 A warm friendly welcome awaits you at Cotswold Carp Farm. Our large bungalow has ample parking and is only a 10 minute walk to the village. Enjoy your breakfast in our conservatory overlooking lakes and surrounding countryside. Non-smoking. Open from March to October.
 Double: 2 Twin: 1
 Ensuite: 3
 £ from Single: £30 Double: £45


BOURTON-ON-THE-WATER G5



Cotswold House

ETC ♦♦♦♦
Lansdowne, Bourton-on-the-Water, Gloucestershire GL54 2HA
 Tel (01451) 822373
 Contact - John Meadows
 Lovely detached Cotswold stone house, elegant hall with curved stairs to galleried landing. Spacious ensuite rooms overlooking private garden, which also has a family bungalow for B&B or self-catering. 2 minutes walk to village centre. Open all year.
 Double/Twin: 2 Family: 2
 Ensuite: 2 Private: 2
 £ from S. £30-£50 D/T. £45-£60 Family: £60-£90
 Children under 3 years: FOC Up to 14 years: £10


BOURTON-ON-THE-WATER G6



Farncombe

ETC ♦♦♦♦
Clifton-on-the-Hill, Near Bourton-on-the-Water, Gloucestershire GL54 2LG
 Tel and Fax (01451) 820120 Mobile 07714 703142
 Email jwrightbb@aol.com
 Web www.smoothhound.co.uk/hotels/farncomb.html
 Contact - Julia Wright
 Quiet, comfortable accommodation for non-smokers. Views of the Windrush Valley. 2 miles from Bourton-on-the-Water. Peaceful garden. Ideally situated for touring Cotswolds, Oxford and Stratford and for walking. Parking for 3. Peace and tranquility guaranteed. Open all year except Christmas and New Year.
 Double (with showers): 2 Twin: 1
 Ensuite: 1 Public: 2 (Toilets)
 £ from Single: £30 Double: £45 Twin: £47


BOURTON-ON-THE-WATER G5



Holly House

ETC ♦♦♦♦ SILVER AWARD
Station Road, Bourton-on-the-Water, Gloucestershire GL54 2ER
 Tel (01451) 821302
 Email william@crethey3935.freeserve.co.uk
 Web www.linnothyabrown.blineternet.co.uk/hollyhouse.htm
 Contact - Bill & Sue Crethey
 Attractive detached Cotswold house with spacious, well appointed rooms 5 minutes walk from village centre. All rooms ensuite with tv, hair dryer and beverage making facilities. Separate guest lounge. Breakfast in the conservatory overlooking delightful gardens. Open all year. Winter breaks.
 Single: 1 Double: 2 Twin: 1
 Ensuite: All
 £ from Single: £30 Double/Twin: £50


BOURTON-ON-THE-WATER H5



Home Farm Bed and Breakfast

ETC ♦♦♦♦ GOLD AWARD
Little Rissington, Gloucestershire GL54 2XN
 Tel (01451) 820691
 Web www.smoothhound.co.uk/hotels/homefarmholidaycott.html
 Contact - Joyce Fracasso
 Home Farm (no longer a working farm) is set in 13 acres of beautiful open countryside. Enjoy peace & tranquility in 1 of our luxury furnished & decorated ground floor en-suite double rooms recently converted from an old farm building. Colour TV, radio, alarms, hairdryer, full size fridge, tea/coffee tray. Special rates for 3 nights or longer. Open all year, except Christmas/New Year.
 Double: 3
 Ensuite: 3
 £ from Double: £55

BOURTON-ON-THE-WATER G5



Lansdowne House

ETC ♦♦♦♦
Lansdowne, Bourton-on-the-Water, Gloucestershire GL54 2HT
 Tel (01451) 820812 Fax (01451) 822484
 Email cotswold@lansdownehouse.co.uk
 Web www.lansdownehouse.co.uk
 Contact - Linda Garwood
 Traditional stone family house. Tasteful ensuite accommodation with old and antique furniture. A few minutes walk from village centre. Tea/coffee, parking, garden. Winter discounts. Open all year except Christmas.
 Double: 1 Double/Twin: 1 Family: 1
 Ensuite: 3
 £ from Single: £40 Double: £50 Family: £65

Blue adverts = Hotels and Inns
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 Maroon adverts = Self Catering Accommodation

S = Single room D = Double room
 T = Twin room F = Family room

STOW-ON-THE-WOLD H15

Johnston Cottage

ETC ★ ★ ★ SELF-CATERING
 2 Oddfellows Row, Well Lane, Stow-on-the-Wold,
 Gloucestershire GL54 1DB
 Tel (01608) 650816

Contact - Mrs Johnston, Foxglove Barn, Evecode, Moreton-in-Marsh,
 Gloucestershire GL56 0HN Tel (01608) 650816
 Quiet location 5 minutes walk from Town Square. Exposed
 beams and stonework. Good quality throughout. Colourful
 flowers and hanging baskets in summer. Parking adjacent.
 Open all year.

Double 2 (1 with extra bed) (Sleeps 5)
 Public 1

£from Low Season £250-300 High Season £350-400

STOW-ON-THE-WOLD H5

Michaelmas Daisy Cottage

ETC ★ ★ ★ SELF-CATERING
 Lower Oddington, Moreton-in-Marsh,
 Gloucestershire GL56 0YD
 Tel (01993) 830484 Fax (01993) 832022
 Email rosemaryalex@onetel.net.uk
 Web www.rosemaryscottages.co.uk

Contact - Mrs Rosemary Alexander
 Charming, cosy, 17th century beamed cottage in unspoilt
 village 2.7 miles east of Stow-on-the-Wold. Sleeps 2, ensuite
 shower, courtyard garden and own off-road parking. Famous
 For Inn, lovely walks including MacMillan Way. Heating, lighting,
 linen, towels inclusive. Open all year.

Double 1 (Sleeps 2)
 Ensuite 1

£from Low season £195-250 High season £250-325

STOW-ON-THE-WOLD H15

The Old School House

ETC ★ ★ ★ SELF-CATERING
 Union Street, Stow-on-the-Wold, Gloucestershire
 GL54 1BP
 Tel (01628) 638190
 Email information@heartofthecotswolds.com
 Web www.heartofthecotswolds.com

Contact - Mr & Mrs K McKinney
 Charming accommodation situated in a quiet setting within
 yards of the village centre. This apartment in The Old School
 House offers relaxing, spacious and airy accommodation
 throughout the year with many of the original features of the
 building retained. Open all year.

Double 2 (Sleeps 4)
 Private 1

£from Low season £275-375 High season £325-450

STOW-ON-THE-WOLD H15

Park Farm Cottages

ETC ★ ★ ★ SELF-CATERING
 Park Farm, Mangersbury, Cheltenham,
 Gloucestershire GL54 1HP
 Tel (01451) 830227 Fax (01451) 870568
 Email parkfarmcottages@virgin.net

Contact - Mrs Tiana Ricketts
 Four delightful south-facing single-storey detached cottages
 with wonderful views, accommodating between 2/6 people.
 Romantic, 4 posita beds & log-burning stoves. Footpath (5
 mins) from Mangersbury to Stow-on-the-Wold (local pub).
 Hard tennis court. Linen & electricity inclusive. Open all year.

1 or 2 per cottage (Sleeps between 2 and 6)
 1 or 2 per cottage

£from Low season £200-280 High season £398-599
 Short breaks £180 low season

STOW-ON-THE-WOLD H15

Park House Cottage

ETC ★ ★ ★ SELF-CATERING
 8 Park Street, Stow-on-the-Wold,
 Gloucestershire GL54 1AQ
 Tel (01451) 830159
 Email info@parkhousecottage.co.uk
 Web www.parkhousecottage.co.uk

Contact - George and Barbara Sutton
 Standing secluded in the grounds of one of the larger
 properties in Stow, a spacious and comfortable cottage for
 two non-smokers. Double bedroom, ensuite shower. Large
 comfortable lounge. Well equipped kitchen. Patio garden.
 Available all year. Sorry no pets.

Double 1 (Sleeps 2)
 Ensuite 1 (shower)

£from Low season £170 High season £330

STOW-ON-THE-WOLD H15

Springbank

ETC ★ ★ ★ SELF-CATERING
 Colman, Temple Guiting, Nr Cheltenham,
 Gloucestershire GL54 5RT
 Tel (01451) 850571 Fax (01451) 850614
 Email landgatematthers@tesco.net
 Web www.landgatetg.co.uk

Contact - Kate Mather, Landgate House, Colman Temple
 Guiting, Nr Cheltenham, Gloucestershire GL54 5RT
 Stone coach house quietly situated in lovely surroundings.
 Luxury accommodation for 2. Garden/sun terrace, own
 driveway, parking. Wood burning stove, oak floors, rust,
 fully equipped kitchen, king size double bed. Full pet. parking.
 All services & dogs included. 7 miles from Stow-on-the-Wold.
 Short breaks available low season.

Double 1
 Private 1

£from Low season £275 High season £375

STOW-ON-THE-WOLD G4

Stable Cottage

ETC CLASSIFICATION APPLIED FOR SELF-CATERING
 Spring Barn, Upper Swell, Stow-on-the-Wold,
 Cheltenham, Gloucestershire GL54 1EW
 Tel (01451) 830198
 Mobile 07919 656795
 Email manehill500@hotmail.com

Contact - Mrs Marie Hill
 A delightfully presented stone cottage converted from
 stables set in the grounds of owners home. Surrounded by
 beautiful countryside in the quiet rolling hills of the Cotswolds
 one mile from Stow-on-the-Wold with good shops, pubs &
 eating places. Open all year.

Double 1 Twin 1 (Sleeps 4)
 Private 1

£from Low season £ High season £

STOW-ON-THE-WOLD H4

Stonecroft

ETC ★ ★ ★
 Longborough, Moreton-in-Marsh,
 Gloucestershire, GL56 0QJ
 Tel and Fax (01608) 645387
 Email sitchestale@aol.com

Contact - Mr and Mrs J F Williams, Bell House, Stafford,
 Chipping Norton, Oxon OX7 3FE
 Offering well maintained and clean accommodation,
 Stonecroft is a bungalow sleeping four in two ground floor
 bedrooms. It has fitted kitchen, lounge, bathroom, private
 garden and garage. Electricity and linen provided. Sorry no
 smoking and no pets. Open all year.

Double 1 Twin 1 (Sleeps 4)
 Private 1

£from Low season £195 High season £350

STOW-ON-THE-WOLD F5

Sycamore Cottage

ETC ★ ★ ★ SELF-CATERING
 3 The Old Vets, Back Walls, Stow-on-the-Wold,
 Gloucestershire GL54 1DS
 Tel (01844) 208615
 Mobile 07961 356220
 Email suajones16@hotmail.com

Contact - Mrs S Jones, Hill House, 1111 Bicester Road,
 Long Crendon, Buckinghamshire HP18 9EF
 Peaceful location 5 minutes walk from town square. Recently
 refurbished Cotswold stone cottage retaining original features.
 Excellent standard throughout with quality furnishings, fixtures &
 fittings. Sun trap patio garden with BBQ & garden furniture.
 Private parking by arrangement. Open all year.

Double 1 Twin 1 (Sleeps 4)
 Private 1

£from Low season £240-360 High season £380-475

STOW-ON-THE-WOLD H15

2 Union Street

ETC ★ ★ ★ SELF-CATERING
 2 Union Street, Stow-on-the-Wold,
 Gloucestershire GL54 1BU
 Tel (01993) 831743 Fax (01993) 831095
 Email wtc@cottageinthecountry.co.uk
 Web www.cottageinthecountry.co.uk

Contact - Miss Karen Spers, Cottage in the Country, Forest
 Gate, Frog Lane, Milton-under-Wychwood Oxon OX7 6JZ
 Lovely Victorian cottage in quiet central location. A recent
 renovation has retained the character and original features.
 Quality furnishings in keeping with the cottage. Conservatory
 overlooking pretty enclosed garden (furniture provided). A
 perfectly delightful cottage. Children and pets well welcome.

Double 1 Twin 1 (Sleeps 4)

£from Low season £260-350 High season £375-475

STOW-ON-THE-WOLD H15

Valley View

ETC ★ ★ ★ SELF-CATERING
 4 Glebe Close, Stow-on-the-Wold,
 Gloucestershire GL54 1DJ
 Tel (01564) 770143

Contact - Mr & Mrs P J Craddock, 25 Avenue Road, Dorridge,
 Solihull, West Midlands B93 8LD
 Home from home bungalow, spotlessly clean, fully-equipped
 sleeps 2/3. 3 mins walk town square, quiet with extensive
 views. Garden, close to Roman wells and walks to nearby
 villages. Off road parking. Sorry no smokers, children or pets
 Open all year.

Single 1 Double 1 (Sleeps 2/3)
 Private 1

£from Low season £250 High season £375

STOW-ON-THE-WOLD H15

Wells Cottage

ETC CLASSIFICATION APPLIED FOR SELF-CATERING
 24 Glebe Close, Stow-on-the-Wold,
 Gloucestershire GL54 1JJ
 Tel (01451) 830045

Contact - Mr & Mrs A G Williams
 Delightful house in an Area of Outstanding Natural Beauty. 1
 double, 1 twin bedrooms, shower, wc, upstairs spacious
 kitchen and lounge. Extensive garden. Full linen and
 towels. Children and pets welcome. Fully equipped. 13 mins to town
 square and scenic walks. Open all year.

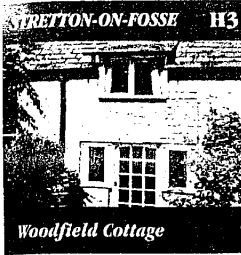
Double 1 Twin 1 (Sleeps 4)
 Private 1

£from Low season £250-300 High season £350-395

SELF CATERING ACCOMMODATION

60 Prices are usually per week per unit. Please check prices and facilities before booking

STRETTON-ON-FOSSE H3

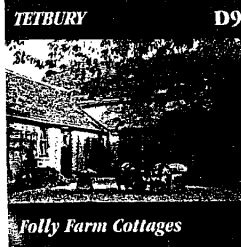


Woodfield Cottage

ETC ★ ★ ★ SELF-CATERING
Woodfield Cottage, Stretton-on-Fosse, Moreton-in-Marsh, Gloucestershire GL56 9SE
 Tel (01564) 793354

Contact - Mrs A Best, 4 Bear Close, Hanley-in-Arden, Warwickshire B95 5HS
 The cottage is ideally situated in a quiet Cotswold village, three miles from Moreton-in-Marsh and 15 miles south of Stratford-upon-Avon. Woodfield Cottage is a stone cottage having many exposed beams, and it has a south facing walled garden. Open all year.
 Double: 1 Twin: 1
 Private: 1
 £ from Low season: £185 High season: £350

TETBURY D9

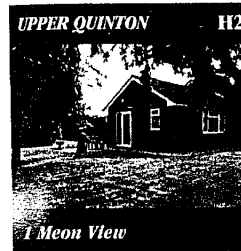


Folly Farm Cottages

ETC ★ ★ ★ SELF-CATERING
Long Newton, Tetbury, Gloucestershire GL8 8XJ
 Tel (01666) 502475 Fax (01666) 502358
 Email info@gfb.co.uk
 Web www.gfb.co.uk

Contact - Julian Benton
 Close to Royal Tetbury. Superior 18th century cottages sleeping 2-6 persons. Well furnished and fully-equipped throughout. Some log burning stoves, large gardens, barbecue and play area. Pub 4 mins walk. Resident host. Ideal couples/families/reunions. Close M4/M5. Short breaks available all year.
 £ from Low season: £264-512 High season: £410-985

UPPER QUINTON H2

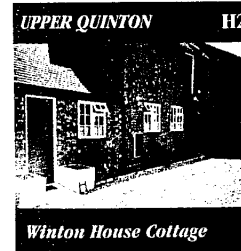


1 Meon View

ETC ★ ★ ★ SELF-CATERING
Taylors Lane, Upper Quinton, Stratford-upon-Avon CV37 8LG
 Tel (01789) 720080

Contact - Mrs A Rmell
 Quiet, cosy annex to owner's bungalow. Separate entrance and sunny patio surrounded by private gardens - perfect for a relaxing break. Excellent base for touring North Cotswolds. Stratford-upon-Avon and many N.T. properties. Lovely area for walking/cycling. Open May to September.
 Double: 1 (Sleeps 2)
 Ensuite: 1
 £ from Low season: £185 High season: £240

UPPER QUINTON H2

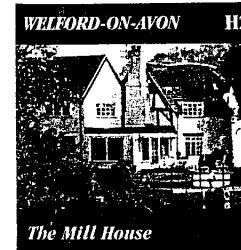


Winton House Cottage

ETC ★ ★ ★ SELF-CATERING
The Green, Upper Quinton, Near Stratford-upon-Avon, Warwickshire CV37 8XY
 Tel (01789) 720500 Mobile 07831 485483
 Email gail@wintonhouse.com
 Web www.wintonhouse.com

Contact - Mrs G Lyon
 Romantic ground floor stable cottage in rural hamlet 6 m from Stratford. Perfectly situated for touring, walking & cycling. Paths & cycle network nearby. Furnished in rustic style with 4-poster bed & old pine. Fully equipped kitchen, full bath/separate shower. Garden, cycles, barbecue available. Shop, PO, pub.
 Double: 1 (Sleeps 2)
 Private: 1
 £ from Low season: £180 High season: £300
 Special Winter breaks £85 two nights

WELFORD-ON-AVON H2

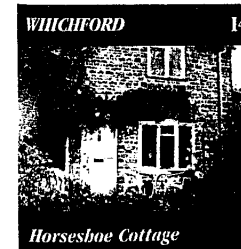


The Mill House

ETC ★ ★ ★ SELF-CATERING
Mill Lane, Welford-on-Avon, Stratford-upon-Avon, Warwickshire CV37 8EW
 Tel and Fax (01789) 750267
 Web www.stratford-upon-avon.co.uk/millhouse.htm

Contact - S Greenwood
 Idyllically situated riverside apartments offering spectacular views of gardens and river. Tastefully furnished with antiques, every bedroom has a private bathroom. Expensively equipped up to 4 star standard plus woodburning stoves and romantic antique beds. Beautiful village setting. Private fishing, riverside walking. Unsuitable for children. Non-smoking. Open all year.
 The Old Bakery sleeps: 2 The Granary sleeps: 5
 £ from Low season: £150-220 High season: £300-450

WHITCHFORD 14

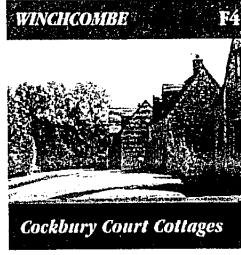


Horseshoe Cottage

ETC ★ ★ ★ SELF-CATERING
The Green, Whitchford, Near Shipston-on-Soar, Warwickshire CV36 5PE
 Tel and Fax (01608) 684310
 Email suevaudin@community.co.uk

Contact - Sue Gore
 Charming stone cottage overlooking village green. Sleeps 4. Comfortably furnished lounge with open fire. Kitchen/diner has fridge/freezer, microwave, cooker, dishwasher. Sunny garden, garage. Good riding, golf, fishing, walking in area. 6 miles Chiping Norton. Convenient - Oxford, Stratford, Banbury and Cotswolds. Open all year.
 Double: 1 Twin: 1
 Private: 1
 £ from Low season: £280 High season: £380

WINCHCOMBE F4




Cockbury Court Cottages

ETC ★ ★ ★ SELF-CATERING
Cockbury Court, Cleeve Hill, Winchcombe, Gloucestershire GL51 5UJ

Tel and Fax (01242) 604806
 Email john@robyn-lodge.demon.co.uk
 Web www.cotswoldcottagesltd.co.uk
 Contact - John and Cathy Charles, Robyn Lodge, Tacta Farm, Great Cheltenham, Gloucestershire GL51 5JH.
 3 detached cottages set in private grounds on Cleeve Hill 2 bedrooms - 1 double, 1 twin plus bed-sitter. Lawn and welcome bus provided. Gas and electricity included. Central heating. Portholes. Private gardens with views. Local amenities. Brochure 2 miles south of Winchcombe. Open all year.
 Double: 1 Twin: 1 (Sleeps 4-6)
 Private: 1
 £ from Low season: £250 High season: £450

WINCHCOMBE F4

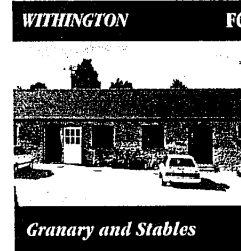


The Old Stables

ETC ★ ★ ★ SELF-CATERING
Farmcote, Winchcombe, Gloucestershire GL51 5M
 Tel and Fax (01242) 603860

Contact - Jane Eayrs
 A delightful stable conversion, situated on a working farm. Garden with magnificent views towards the Malvern Hills, set in beautiful countryside. Ideal centre for both walking and touring. Approximately 37 miles from Winchcombe. Open all year.
 Double: 1 Twin: 1 (Sleeps 4)
 Ensuite: 1 Private: 1
 £ from Low season: £190-225 High season: £250-320

WITHINGTON F6

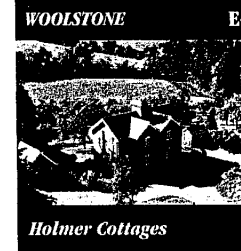


Granary and Stables

ETC ★ ★ ★ SELF-CATERING
Ballingers Farmhouse, Withington, Gloucestershire GL54 4BB
 Tel (01242) 890335
 Email pollardfan@compuserve.com
 Web www.ballingersfarmhousecottages.co.uk

Contact - Ian and Judi Pollard
 Recently converted old stone farm buildings into two delightful, well furnished, centrally heated cottages with log burners within the grounds of Grade II Listed farmhouse. Centre of attractive village 9 miles from Cirencester and Cheltenham. Open all year.
 Granary Double: 1 Stables Twin: 1
 Ensuite: 1 Per cottage
 £ from Low season: £180 High season: £250

WOOLSTONE E4



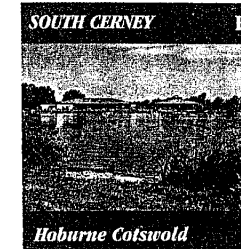
Holmer Cottages

ETC ★ ★ ★ SELF-CATERING
Haines Orchard, Woolstone, Cheltenham, Gloucestershire GL52 4RG
 Tel and Fax (01242) 672848
 Email holmercottages@talk21.com
 Web www.cottageguide.co.uk/holmercottages

Contact - Mrs Jill Collins
 Charming, comfortable, Edwardian cottages in peaceful backwater, each with its own private garden. Also luxurious wing of owner's adjoining house suitable for disabled. Good walking country and easy access to Cheltenham. Open all year.
 Single: 2 Double: 3 (Sleeps 8-10)
 Ensuite: 1 Private: 2
 £ from Low season: £180-290 High season: £290-360

Caravan & Camping

SOUTH CERNEY F8



Hoburne Cotswold

ETC ★ ★ ★ HOLIDAY PARK
Broadway Lane, South Cerney, Cirencester, Gloucestershire GL7 5T Q
 Tel (01285) 860216 Fax (01285) 869110
 Email enquire@hoburne.com
 Web www.hoburne.com

Contact - Bob Lawrence - General Manager
 Superb family park set around four lakes. Themed bar and restaurant, mini bowling, indoor leisure pool complex, outdoor pool, seasonal entertainment, tennis, adventure playground etc. Superior touring pitches available. Open March to October.
 302 tents or touring caravans, 157 static caravans
 £ from Timber Lodges: £320 per week
 Self Catering: £160 per week
 Tourers and Campers: £12 per night inclusive

Blue adverts = Hotels and Inns
 Green adverts = Guesthouses, Farmhouses and Bed & Breakfast
 Maroon adverts = Self Catering Accommodation
 S = Single room D = Double room
 T = Twin room F = Family room



Market Intelligence
Advice & Opportunities

Research
& Statistics

Events
Calendar

Advisory Publications
& Training

Quality
Standards

Britain
Promotional Tool

Home
About Us
Useful Contacts
FAQs
Site Map
Search

Change of Signage, Bromides and Stationery

On April 1st 2003 the English Tourism Council (ETC) and British Tourist Authority merged to form VisitBritain, the new organisation that will market England in Britain and Britain to the rest of the world. The National Quality Assurance Standards (NQAS), formerly operated by the ETC for accommodation providers and attractions in England, has, since the merger, been operated by the Quality Standards department in VisitBritain. Although there has been no impact on the operation of the standards there are changes that will be required to signs, the quality marque and the way that the standards are described in regional and national publications.

These changes will be introduced over a long lead in period so that there is minimal financial or operational impact on accommodation and attraction providers that currently participate in the standards.

- The current quality marque (red and white rose on a blue background) will be retained but 'English Tourism Council' will be removed.
- The Signs brochure has been redesigned to remove English Tourism Council from all signage and update all ETC references to VisitBritain
- All print produced centrally by the Quality Standards department will be produced with the new marque and with all ETC references replaced by VisitBritain.
- The new artwork pack and new bromides are at final proof stage
- Electronic logos are now available
- Area Centres will be issued with a full set of electronic logos and will receive the new artwork packs when the 2003 stationery order is supplied. (Before the end of 2003). These will be available for distribution to Local Authorities and all producers of accommodation guides.
- Unicorn Tourism Limited will receive the new bromides when the 2003 stationery order is supplied. (Before the end of 2003). These will be supplied to all participants with confirmation of ratings following the assessment visit.

Consumer Recognition

Consumer research completed recently to help to quantify the level of recognition of the Star and Diamond ratings and logos clearly identified that, where recognition existed, the strongest element of identification was with the red and white rose logo and the link to the Tourist Boards in England. The specific name 'English Tourism Council' was not the crucial element for the consumer.

All of the campaigns planned by the England Marketing team in VisitBritain will carry details of the National Quality Assurance Standard ratings and logos to strengthen consumer awareness of the England quality marque. The enjoyEngland 3 campaign will be launched in December 2003.

When will it all happen?

The first major manifestation of the changes that existing participants will see is in the Signs brochure, which is now available. The 2004 edition of Where to Stay, also now available, has the new logos and artwork. Our current estimate (target) is that all the changes will be made, and the new designs available, by the end of this financial year, i.e. by April 2004. It will not be a 'big bang' approach as some things will be ready before others and as stocks reduce we may need to introduce some sooner rather than later.

Electronic and paper copy of the bromides and the update of the Artwork pack are the priorities and will be introduced as soon as they are available. Stationery stocks, where the only change is the removal of the ETC logo and update of ETC references to VisitBritain, will be used up before the new stocks are put into circulation.

What is expected from existing participants?

We are not expecting owners or proprietors to replace the existing design of signs as soon as the new design is available, but, if you order new signs or stickers, you will get the new design. Similarly with rating logos and bromides, when ETC is removed, owners or proprietors will receive the updated design when they receive confirmation following the next visit.

Regional & National Publications

Many, if not all, of the 2004 publications have already been printed with the ETC logo and old (existing) artwork. Development of the new Artwork Pack is a priority so that it can be distributed, via Area Centres as usual, to Local Authorities and other producers of accommodation guides.

Communication to existing participants

There will be full details of the planned changes in the Winter edition (February 2004) of Feedback, the magazine received by all participants in the National Quality Assurance Standards.

For further information, E: feedback@visitbritain.org.

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Advice & Opportunities](#)

[Research
& Statistics](#)

[Events
Calendar](#)

[Advisory Publications
& Training](#)

[Quality
Standards](#)

[Britain
Promotional Tools](#)

- [Home](#)
- [About Us](#)
- [Useful Contacts](#)
- [FAQs](#)
- [Site Map](#)
- [Search](#)

Award Schemes in England

The following awards recognise those English tourism businesses that excel in their field. The Awards promote healthy competition and help to raise standards - ingredients that are vital to ensure England's place as a world-class destination:

- **Excellence in England Awards** - The annual Excellence in Awards celebrate the very best of English tourism
- **Gold & Silver Awards** - These are given to establishments in recognition of exceptional quality within their Star or Diamond rating, properties therefore already need to be accredited in order to enter these awards.
- **Rose Awards** - These highlight and promote selected high quality holiday caravan parks that also provide a good proportion of first class caravan holiday homes for hire. This award cannot be attained unless the establishment is already part of the accommodation scheme.
- **Disabled Access Award Scheme** - Designed to encourage small businesses across the country to make their services more accessible for disabled people.
- **Welcome to Excellence Training** - VisitBritain rebranded and revised its customer service training courses for the tourism industry

[EXCELLENCE IN ENGLAND](#)

[GOLD & SILVER AWARDS](#)

[ROSE AWARDS](#)

[DISABLED ACCESS AWARD SCHEME](#)

[WELCOME TO EXCELLENCE TRAINING](#)





- Home
- About Us
- Useful Contacts
- FAQs
- Site Map
- Search

'Excellence in England Tourism Awards 2004' - In Association With Enjoy England

Winners of English Tourism 'Oscars' Announced

The very best tourism businesses in England have been announced at a glittering awards ceremony at Kensington Palace in London on the eve of St George's Day (22 April 2004). The Excellence in England Tourism Awards 2004 in association with Enjoy England are the highest accolade in English tourism and are known as the tourism 'Oscars'.



**EXCELLENCE
IN ENGLAND**
Tourism Awards 2004
In association with
enjoyEngland

B&B owners, hoteliers and staff from visitor attractions and Tourist Information Centres (TICs) joined representatives from a total of 28 tourism businesses to receive 'GOLD' or 'SILVER' awards in the 10 different categories. HRH The Duke of Kent hosted the ceremony at the Palace's State Apartments with broadcaster Sue Lawley.

Judith Chalmers OBE accepted the annual Outstanding Contribution to Tourism Award from Tourism Minister Richard Caborn. She joins a roll-call of honour of former recipients such as Her Majesty The Queen, Harry Potter and Manchester United. Judith Chalmers is celebrating 30 years of presenting 'Wish You Were Here...?' this year. For three decades she has shown us some of the best holidays that England has to offer.

VisitBritain Chief Executive Tom Wright said: 'I am delighted with the exceptional quality offered by the winners in this year's Excellence in England Tourism Awards. This reflects the ever-increasing quality of England's tourism product. England is an exciting destination in which to discover something new, explore the great outdoors, experience city culture and relax at the beach or in the countryside.'

View the full list of 'GOLD' and 'SILVER' winners by category.

WINNERS PRESS RELEASE

View the full Excellence in England Tourism Awards 2004 press release.

WINNERS BY ENGLISH REGION

View a full list of 'GOLD' and 'SILVER' award winners by English region

THE EXCELLENCE IN ENGLAND TOURISM AWARDS 2004 BACKGROUND AND CATEGORIES

The Excellence in England Tourism Awards 2004, in association with Enjoy England highlight and reward outstanding tourism businesses that help to make England so attractive to visitors. Now in their 15th year, and known as the tourism 'Oscars', these awards are the highest accolade in English tourism.

There are 11 different categories, from visitor attractions to hotels, to self-catering accommodation and caravan parks. New for the 2004 Awards is the 'Tourism for All' category, an award for the most accessible tourism product. It has been created to recognise both the 2003 European Year of the Disabled and the Disability Discrimination Act (DDA)* which comes fully into force in October 2004.

Some 10 categories in the Excellence in England Tourism Awards 2004 have been run as regional heats by England's nine Regional Tourist Boards. They are:

- Bed & Breakfast of the Year
- Caravan Holiday Park of the Year

- Small Hotel of the Year
- Large Hotel of the Year
- Self-catering Holiday of the Year *
- Tourist Information Centre of the Year
- Small Visitor Attraction of the Year
- Large Visitor Attraction of the Year
- Tourism Website of the Year
- Tourism for All

*The Self-catering Holiday of the Year category is being sponsored by Country Holidays.

Country Holidays offer the widest choice of holiday cottages across the length and breadth of Britain. With over 4,000 quality-assured properties of every size and description, all offering excellent value for money, customers can be confident that Country Holidays will provide the ideal property. And with the peace of mind that Country Holidays' properties in England have all been assessed using VisitBritain's Star ratings (properties in Scotland and Wales are using similar criteria), there's no better way to enjoy a cottage holiday than with Country Holidays.



View the regional winners of each category from the 9 Regional Tourist Boards.

For further information about the Excellence in England Tourism Awards 2004 please contact:

Debbie Holden
 Excellence in England Tourism Awards 2004
 9th Floor, Thames Tower
 Black's Road
 London W6 9EL

VisitEngland's Online Press Centre

Judith Chalmers Celebrates St George's Day With English Tourism 'Oscar'

Judith Chalmers OBE joined B&B owners, hoteliers and staff from Tourist Information Centres, caravan holiday parks, attractions and museums to celebrate St George's Day (23 April 2004), with news of her English tourism 'Oscar' – awarded as part of the Excellence in England Tourism Awards 2004 in association with Enjoy England. View press release in full.

An independent survey commissioned by VisitBritain reveals that Britons are enjoying a high level of customer service when visiting hotels, restaurants and tourist attractions in their home country. Further information...

PAST EVENTS & WINNERS OF THE EXCELLENCE IN ENGLAND TOURISM AWARDS

- 2003 Excellence in England Tourism Awards
- 2002 Excellence in England Tourism Awards
- 2000 England for Excellence Tourism Awards
- 1999 England for Excellence Tourism Awards

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Market Intelligence
Advice & Opportunities

Research
& Statistics

Events
Calendar

Advisory Publications
& Training

Quality
Standards

Britain
Promotional Tools

- Home
- About Us
- Useful Contacts
- FAQs
- Site Map
- Search

Gold and Silver awards

*VisitBritain's unique Gold and Silver Awards are given to establishments in recognition of exceptional quality within their Star or Diamond rating, **properties therefore already need to be accredited in order to enter these awards.***

Hotels

Whilst Star ratings are based on a combination of quality, range of facilities and the level of service offered, Gold and Silver Awards are based solely on the quality aspect. Recommendations are made during assessment and VisitBritain's assessor will look at whether the provision of quality in all areas, in particular service and hospitality, is in excess of that expected for the Star level achieved. This can mean that a one Star hotel offering very high quality service and facilities, above that expected of a one Star hotel, could achieve a Gold Award.

Guest Accommodation

While Diamond ratings are based on overall quality, Gold and Silver Awards recognise comfort and service in areas identified by guests as being particularly important to them. These include quality of bedrooms and bathrooms – facilities, comfort and ease of use – and the service received and its efficiency. Factors which may help achieve the awards include: excellent service, very well decorated bedrooms and bathrooms, high quality furniture and fittings, ease of use including good space in both bedrooms and bathrooms, very good accessories with excellent personal touches. (These are neither exhaustive nor exclusive)

There is no master checklist to work through in order for an establishment to achieve an Award and there are no specific guidelines or checklists for accommodation providers looking to achieve a Gold or Silver Award. The granting of an Award is at the discretion of VisitBritain.

Listings of all Gold and Silver Award Properties can be found in the 'Where to Stay' guides and in our accommodation listings on the www.visitbritain.com web site.



- Home
- About Us
- Useful Contacts
- FAQs
- Site Map
- Search

Rose Award

The *Rose Award* highlights and promotes selected high quality holiday caravan parks that also provide a good proportion of first class caravan holiday homes for hire. **This award cannot be attained unless the establishment is already part of the accommodation scheme.**

There is no application for the *Rose Award*, the assessor will decide whether a park is eligible for consideration when conducting the routine quality assessment. If eligible, the assessor will carry on to check whether the holiday caravans available for hire meet the *Rose Award* criteria (see below).

Those parks that are offered and accept the *Rose Award* will be charged a fee to cover the cost of the extended assessment and the provision of the *Rose Awards* plaques and stickers.

Rose Awards are granted annually and the use of the *Rose Award* symbol is valid only for the year for which it was awarded.

The granting of a *Rose Award* is at the discretion of VisitBritain.

The Wales Tourist Board (Dragon Award) and Visit Scotland (Thistle Award) operate comparable schemes.

Criteria General

1. The park and all caravan holiday homes let as tourist accommodation must comply in all respects with VisitBritain's minimum standards and code of conduct.
2. The park must have a minimum of 5 caravan holiday homes for hire through the park operator. Where 20 or fewer caravan holiday homes are available for hire, all must comply with the award requirements. Where there are more than 20 for hire, 80 per cent of the caravans (or 20, whichever is the higher) must comply with the award requirements.
3. Caravan holiday homes owned by a third party and offered for hire by the park operator must be available for the full letting season and must be the subject of a formal Agency Letting Agreement, with the park operator in full control of the units, their maintenance and letting arrangements which must be effected on a professional basis.
4. All caravan holiday homes let through the park operator must be fully serviced with water, drainage and gas/electricity connections.
5. When indicating the number of people for which the caravan holiday homes is offered, the number of bedspaces in bedrooms and the number in the living area must be clearly evident. Such devices as 'sleeps 6-8', where the lower number is the number of bedspaces in bedrooms, are acceptable.

Criteria for the individual caravan holiday homes

All individual caravan holiday homes must:

- be constructed to BS 4989/CP101 or BS 3632
- not have been used consecutively for more than six seasons for those conforming to BS 4989/CP101 or ten seasons for those conforming to BS 3632. Exceptions to this rule may be made where an assessment proves that a particularly high standard has been maintained.
- have the following:
 - a mains WC
 - b Mains hot and cold water

- c drainage system, mains or private
- d electric lighting
- e heating of approved type and design
- f refrigerator (min. 4 cubic feet)with freezer compartment
- g cooker with oven, grill and four rings – oven and grill may be combined
- h shower or bath
- I colour TV when reception permits
- J heating in the main bedroom

Note: Electricity and gas must be metered and charged separately, provided that this is clearly indicated in the brochure and booking form.

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[Advisory Publications & Training](#)
[Quality Standards](#)
[Britain Promotional Tool](#)

- Home
- About Us
- Useful Contacts
- FAQs
- Site Map
- Search

Disabled Access Award Scheme

The Access All Areas Awards

Small and medium sized businesses that have shown innovation and creativity in opening their services up to disabled customers could be in line for recognition.

The second annual Access All Areas Awards launched on the 19th May, calls on firms up and down the country and across the business sectors to put themselves forward for recognition. The awards are an excellent opportunity for businesses to demonstrate that opening up services to disabled customers is good business practice.

The Access All Areas Awards are being supported by Vodafone and recognise those small and medium sized enterprises with fewer than 100 employees that have made their services accessible to disabled people in an innovative and creative way.

Redditch-based Mouzer Employment, winners of a 2003 Access All Areas Award, said:

'Winning the award last year gives us recognition for the work we have done. It has increased our profile and increased our business. It's wonderful!'

Entry Information

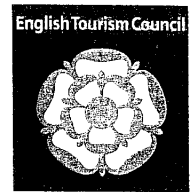
Information about the Awards and an application form can be obtained from www.disability.gov.uk/dda/awards or T: 0845 124 9841. Entries are being invited in six categories:

- retail
- hotels, bars, pubs and eating establishments
- financial, legal and other business services
- entertainment and leisure
- health (opticians, dentists, GP surgeries, etc), beauty and hairdressing
- other public bodies, charity and voluntary organisations

The closing date for nominations is 30th September 2004.

Disability Discrimination Act

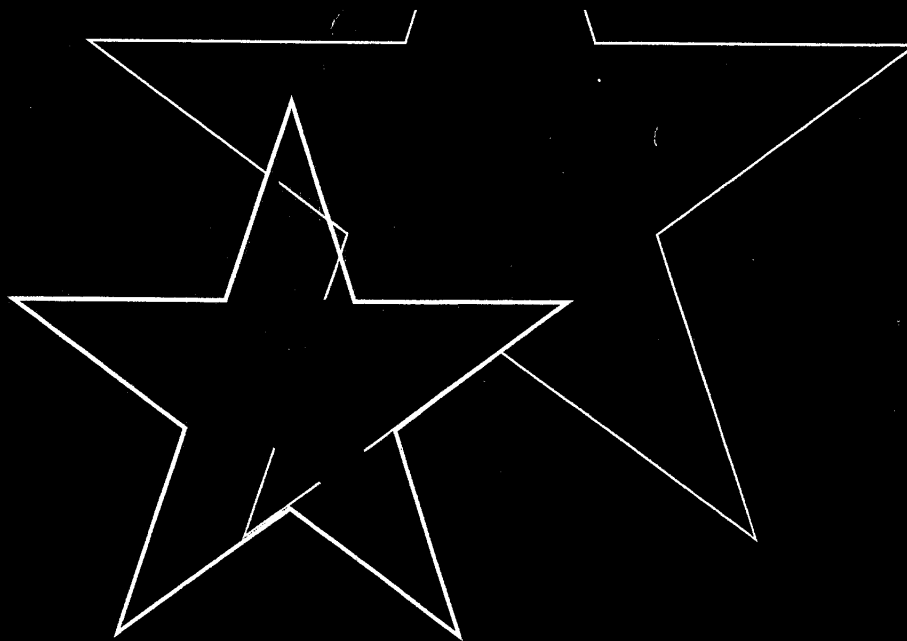
From 1 October, anyone providing a service to the public needs to tackle physical barriers to disabled people accessing their service or to consider how they can provide their service to disabled people in another way. This means businesses like shops, hotels, pubs, gyms, libraries, doctors and solicitors up and down the high street need to consider what they can reasonably do to become more accessible. In addition, small employers will for the first time have the same duties towards disabled staff as larger firms. This means not discriminating against disabled employees or potential employees because of their disability and making reasonable adjustments for disabled people. Free information and advice for small businesses is available from the Disability Rights Commission at www.drc-gb.org



Quality Standard

Hotel, Townhouse and Travel Accommodation

For a quality service you can trust



WELCOME TO THE ETC QUALITY ASSURANCE STANDARDS

The English Tourism Council (ETC)

The ETC is the strategic body for tourism in England and was created in July 1999 by the Secretary of State for Culture, Media and Sport. The ETC consists of a 45 strong team who will provide a focus, give policy advice, undertake research and offer the latest intelligence about the tourism market to both the government and the industry. This work will be guided by the principles set out in Tomorrow's Tourism, the government's tourism strategy document.

Improving quality standards

Tomorrow's Tourism sees QUALITY as integral to achieving a world class competitive industry in England. Our vision is 'world class tourism in England' which means a product of at least comparative quality with other world leading tourism destinations. To achieve a quality product all elements of the tourism experience must meet or exceed consumer expectations.

The raising of standards is crucial to the future development of English tourism, and we work closely with the accommodation industry and local authorities in encouraging properties to participate in the National Quality Assurance Standards (NQAS).

The benefits

The Quality Assurance Standards are great value for money, offering a number of benefits:

- Promotional opportunities at home and overseas - with free independent listing on the VisitBritain and TravelEngland sites;
- Detailed assessment debrief and report;
- Quality assured ratings assisting consumer choice;
- Internationally recognised ETC Quality Marque;
- Free Business Information Leaflets on a range of subjects;
- A free copy of Feedback, the ETC newsletter for its quality assurance standards;
- Full payment for accommodation and any additional expenditure when the assessor stays overnight.

There is only one tool to monitor quality assurance at a national level - NQAS. Working with you, will help us to achieve our aim to improve quality standards in England. This is a standard for you to help reap the reward of being a part of world class tourism in England.

CODE OF CONDUCT AND CONDITIONS FOR PARTICIPATION

Code of conduct

The proprietor/management is required to undertake and observe the following Code of Conduct:

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear;
- To give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email as well as information given in a printed format;
- To adhere to, and not to exceed prices quoted at the time of booking for accommodation and other services;
- To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment;
- To give each visitor on request details of payments due and a receipt, if required;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors;
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor;
- To give due consideration to the requirements of visitors with disabilities and visitors with special needs, and to make suitable provision where applicable;
- To provide public liability insurance or comparable arrangement and to comply with all applicable planning, safety and other statutory requirements;

- To allow an ETC representative reasonable access to the establishment, on request to confirm the Code of Conduct is being observed.

Conditions for participation

All establishments participating in the National Quality Assurance Standards (NQAS) are required to:

- Meet or exceed the English Tourism Council (ETC) minimum entry requirements for a rating in the relevant accommodation sector;
- Observe the ETC Code of Conduct;
- Be assessed annually, and in the event of complaints by authorised representatives of the ETC;
- Pay an annual participation fee;
- Complete an annual information collection questionnaire.

Change of ownership

When an establishment is sold, the existing rating cannot be transferred to the new owner, unless otherwise agreed by the ETC in writing. The new owner is required to make an application for participation in the ETC National Quality Assurance Standard.

Signage

Where an establishment, for whatever reason, ceases to participate in the NQAS, all relevant display signs and print material must be removed.

Use of all Star ratings should always be accompanied by the ETC Quality Marque.

Any listing in an ETC publication/web site and within the Tourist Information Centre network are conditional on continued participation in the NQAS.

Failure to observe these conditions may result in the establishment becoming ineligible to display or use the ETC endorsement in any form whatsoever.

CONTENTS

	Page Number
Hotels	6
Townhouse	54
Travel Accommodation	78

- 72



QUALITY STANDARD FOR HOTELS

QUALITY STANDARD FOR HOTELS

Introduction

This booklet contains the rating requirements for a Quality Standard for Hotels. They are based on research into the needs and expectations of visitors.

These standards indicate, in general terms, typical expectations at each Star level; they are neither exhaustive nor definitive – hotels may well exceed such expectations.

Minimum Requirements for the Hotel Standard

The minimum requirements for a One Star rating are a combination of the quality, the level of services and the range of facilities offered by the hotel. A summary of some of the minimum requirements needed to achieve a One Star rating are listed in the next column on this page.

Rating Assessments for the Hotel Standard

In order to move up the rating scale a hotel will need to meet progressively higher quality standards providing the very best in guest care as well as the appropriate range of facilities and level of services that are expected. Research indicates that quality is of key importance but visitors also expect the level of services and range of facilities in hotels to increase at each rating level.

Where phrases such as adequate, good, very good etc are used, these signify ascending levels of quality in broad terms only. They are deliberately non-specific, recognising the wide variety of quality elements that could be included.

For quick reference purposes, some of the minimum requirements for achieving a One Star rating are listed below:

- Meet the quality requirements in all areas of operation
- Normally a minimum of six letting bedrooms
- 75% of bedrooms with en-suite or 'private' facilities by 1 July 1999
- Guest-controllable heating in bedrooms
- Restaurant or similar eating area
- Dinner for residents and their guests
- Lounge or sitting area
- Residential liquor licence

One Star ★	Two Star ★★	Three Star ★★★	Four Star ★★★★	Five Star ★★★★★
Basic Entry Requirements	Requirements in addition to 1 Star	Requirements in addition to 1 & 2 Star	Requirements in addition to 1, 2 & 3 Star	Requirements in addition to 1, 2, 3 & 4 Star

CONTENTS FOR HOTELS

INTRODUCTION			
1 GENERAL QUALITY	8		
2 CLEANLINESS			
(See also Bedrooms: Housekeeping and Bedding quality)			
General Requirements	8		
3 SERVICE – GUEST CARE			
General Quality	10		
Reception – Guest Welcome	10		
Reservations and Prices	12		
Administration – Guest Check-out	12		
Porterage Service	14		
Concierge Service	14		
Restaurant Provision	14		
Food and Beverage Service	14		
Alcoholic Drinks Service	16		
Breakfast Service	16		
Lunch Availability	16		
Dinner Service	16		
Light Refreshments, Snacks and Afternoon Teas	18		
Room Service General	18		
Room Service Breakfast	18		
Room Service Lunch	18		
Room Service Dinner	18		
Room Service Refreshments and Snacks	20		
Morning Calls	20		
Shoe Cleaning	20		
Laundry	20		
4 BEDROOMS – GUEST COMFORT			
General Quality and Quietness	20		
Housekeeping	22		
Bedroom Size and Spaciousness	24		
Bed Size and Quality, access to beds	24		
Bedding Quality	24		
Heating and Temperature Control	26		
Lighting	26		
Windows	26		
Curtain Quality	28		
Flooring Quality	28		
Furniture	30		
Hot Beverages	32		
TV	32		
Radio	32		
Telephones	32		
Writing Materials	34		
Hair Dryer	34		
Bedroom Suites	34		
Miscellaneous	34		
5 BATHROOMS, SHOWER ROOMS, EN-SUITE FACILITIES ETC.			
General Quality	36		
Bathrooms – Equipment	36		
Washing Facilities	38		
En-suites	38		
Number of Bathrooms	38		
Access to Bathrooms	38		
Washbasins	40		
Bedroom Floor Toilets	40		
Number of Toilets	40		
Access to Toilets	40		
6 FOOD QUALITY			
General quality	42		
Breakfast	42		
Room Service – Food Quality	42		
7 PUBLIC AREAS – QUALITY			
General Quality	44		
Reception Area	44		
Guests' Access	44		
Restaurants	44		
Sitting Areas	46		
Heating	46		
Corridors and Staircases	46		
Lifts	46		
Telephones	46		
Public Toilets	48		
8 GENERAL REQUIREMENTS			
Statutory Obligations	48		
Safety and Security	48		
Maintenance	50		
Annexes	50		
Opening	52		
Number of Bedrooms	52		
Licence	52		
9 COUNTRY HOUSE HOTELS	52		

GENERAL QUALITY

One Star (Basic entry requirements) ★

May have only a few bedrooms, with small scale accommodation and limited public areas.

Could include small private hotels and inns which meet hotel requirements.

Service may be informal, often provided by the proprietor and family, in a homely atmosphere.

A limited range of facilities and services, including food and beverage.

Decor, furnishings, fixtures and fittings may have more of a domestic quality than that normally associated with specialist hotel and catering manufacturers.

Overall, as a minimum, clean and soundly maintained, with practical accommodation.

Two Star ★★

May be small to medium-sized hotels, perhaps with limited public areas but with more comfortable and better equipped bedrooms than those typically found at One Star level.

Could include small private hotels and inns which meet hotel requirements.

Often an element of personal service, which may be provided by the proprietor and family.

May also include commercial hotels offering good, comfortable overnight accommodation supported by a relatively straightforward range of services, including food and beverage.

Decor, furnishings, fixtures and fittings with less of a domestic quality than usually seen at One Star level.

Management and staff smartly and professionally presented.

CLEANLINESS (See also Bedrooms: Housekeeping and Bedding quality)

One Star (Basic entry requirements) ★

A high standard of cleanliness maintained throughout the property. As the cleanliness of hotels, whatever their Star level, is of paramount importance for the consumer, the highest standards of cleanliness are essential at all levels and are not expected to vary from one star level to another.

Particular attention given to bathrooms, shower rooms and toilets especially items involving direct contact for guests, including:

bedding, linen and towels

baths, showers, wash basins and WC's

flooring and seating

crockery, cutlery and glassware.

Two Star ★★

As One Star.

General Requirements

2. CLEANLINESS

Three Star



May be medium sized with significantly greater quality and range of facilities and services than usually seen at One and Two Star levels.

Could include smaller establishments which also offer particularly sophisticated accommodation and service levels.

A high degree of public access to the building, except perhaps in certain rural locations. Usually more spacious public areas and bedrooms.

A higher staffing level than usually seen at One and Two Star levels.

Management and staff smartly and professionally presented and usually uniformed.

Generally a greater emphasis on quality and comfort than at One and Two Star levels.

Four Star



In order to provide the expected level of quality and range of facilities and services, hotels will generally have extensive accommodation. Could also include smaller, luxury hotels.

Usually spacious and very well appointed public areas.

Bedrooms offering superior comfort and quality than at One to Three Star levels.

A formal, professional service structure, with smartly presented, uniformed staff.

A strong emphasis on food and beverage and a serious approach to cuisine.

Extra facilities, depending on location and style of operation, such as conference & banqueting, business centre, health & leisure, sports, second eating option etc.

Five Star



Spacious, luxurious establishments offering the highest international standards of accommodation, facilities, services and cuisine.

Very spacious, striking and luxurious accommodation throughout, with a range of extra facilities.

Flawless guest services, giving guests the impression of being very well cared for by professional, attentive staff.

Hotels setting the highest international standards for the industry.



Three Star



As One Star.

Four Star



As One Star except that at this level it is expected that the overall standard achieved will demonstrate greater attention to detail.

Five Star



As Four Star.



3.

SERVICE – GUEST CARE

One Star (Basic entry requirements)

Two Star

General Quality

All guests greeted and acknowledged in a friendly, efficient and courteous manner.

All enquiries, requests, reservations, correspondence and complaints from visitors dealt with promptly.

Management and staff well informed about their hotel, local attractions and events.

The style of service may well be very informal, with few staff, or perhaps run exclusively by the owners. Whilst always presentable, dress may be accordingly casual.

Although service should be competent, technical skills may be limited.

Incoming telephone calls to resident guests should be handled in a professional and discreet manner.

The style of service may be quite informal, with few staff, or run exclusively by the owners. Management and staff smartly and professionally presented.

Service skills more evident.

Reception Guest Welcome

Staff available to receive guests during the day and evening.

This function might be carried out by any competent member of the management or staff.

As a minimum, guests directed to their room, or provided with clear signage.

Direct guest contact given priority over other reception duties. As reception is likely to be the guest's first and last point of contact with a hotel, special attention given to providing a good standard of customer care.

Three Star



Four Star



Five Star



More formal style of service, with higher staffing levels. Management and staff smartly and professionally presented, and staff usually uniformed.

Technical and social skills of a good standard in responding to guest needs and requests.

A formal and structured team of staff, with a management and supervisory hierarchy and with uniformed staff smartly presented.

Technical and social skills of a very good standard, anticipating and responding to guest needs and requests.

A formal and structured team of impeccably presented staff, with a management and supervisory hierarchy. Doubling up of duties would indicate that a hotel is not operating at this level.

Regardless of the style of service, technical and social skills will be of the highest order.

A dedicated receptionist on duty.

Guests clearly directed towards their room; some explanation of hotel facilities may be offered.

Reception staffed 24 hours per day.

Formally dressed or uniformed front office staff.

Express check-out facilities to be provided where appropriate.

Reception staff well trained and professionally presented. Staffing levels commensurate with the size of the hotel.

Additional effort made to ensure that guests are aware of the location of facilities within the hotel.

An ample team of reception staff, highly trained and immaculately presented.

First time guests, at the very least, given an escort by reception staff or management, to their bedroom.

A multi-lingual service provided consistent with meeting the needs of the hotel's normal clientele.

One Star (Basic entry requirements)

Two Star

Reservations and Prices

Easy, efficient booking service.
 Prospective visitors told clearly about what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges; opening times, major refurbishment work in progress, planned functions/events likely to inconvenience other guests and house policies (eg no smoking).

Hotels should make every endeavour to advise guests in advance where car parking facilities are restricted.

Advance warning given if restaurant is likely to become fully booked.

Clear explanation of charges, for additional services or facilities available, including cancellation terms.

Unless notified in writing in advance, price confirmation at least indicated on a key card or similar.

Prospective guests left confident that their booking was recorded accurately. A good first impression is critical at all levels. As a minimum, name, address and/or contact telephone number recorded at the time of booking.

Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful.

There may be no dedicated reservations department, but all bookings handled in a friendly and courteous manner.

Administration Guest Check-out

Provide each guest with details of payment due and a receipt on request.

Presentation of accounts ensuring that purchases are clearly detailed.

Particular attention should be paid to accuracy.

The VAT element of the account (where applicable) should be clearly identified.

3. SERVICE - GUEST CARE

Three Star



Four Star



Five Star



There may well be a dedicated reservations department and efficient formal procedures in place.

A dedicated reservations department with efficient, formal procedures in place. Staff, some of them multi-lingual, demonstrate the highest levels of customer care and telephone manner.

Guest accounts to be updated on an ongoing basis to minimize delay at check-out.

The account well explained and well presented, perhaps in an envelope or folder.

3. SERVICE - GUEST CARE

One Star (Basic entry requirements)

Two Star

Porterage Service

Assistance with luggage available on request throughout the day and evening.

May be provided by any member of management or staff.

Trolley acceptable.

Concierge Service

Message taking service available.

This function may be quite informal. Messages might be delivered verbally and newspapers, when available, may be racked at reception for purchase.

Appropriate tourist, travel and/or local information available.

Restaurant Provision

At least one designated eating area, open to residents and their guests for breakfast and dinner.

Where smoking is permitted every effort should be made to ensure non-smokers are not inconvenienced.

At least one restaurant or dining room open to residents and their guests for breakfast and dinner.

Food and Beverage Service

Staff demonstrating adequate levels of product knowledge and providing efficient service.

Restaurant staff showing reasonable knowledge of available dishes, bar staff able to prepare popular drinks competently; knowledge and service of wine may be limited.

Staff provided in sufficient numbers to ensure prompt service at all meals.

Particular attention given to personal hygiene.

Unobtrusive, polite and courteous staff providing a good standard of customer care.

3. SERVICE - GUEST CARE

Three Star



Four Star



Five Star



Porterage available on request and readily provided by uniformed staff. Every effort made to offer assistance with guests' luggage.

Porterage offered and provided by uniformed staff.

Luggage handling on arrival and departure a well practised and efficient procedure, with systems in place to ensure the minimum of delays.

Night porter available.

Doorman, or means of greeting guests, provided at the hotel entrance.

Messages should be delivered promptly to guests or their bedrooms. Newspapers can be ordered and delivered to guests' bedrooms with concierge providing a number of additional services appropriate to the style and location of the hotel.

A full concierge service provided.

At least one restaurant or dining room open to residents and non-residents for breakfast and dinner whenever the hotel is open.

At least one restaurant open to residents and non residents for all meals seven days per week.

Staff demonstrating good levels of product knowledge and providing efficient service.

Staff demonstrating particularly high levels of product knowledge and service skills.

Staff demonstrating outstanding levels of product knowledge and service skills.

Restaurant staff showing good knowledge of available dishes, applying correct service methods. Bar staff able to prepare a range of drinks competently; reasonable knowledge of wine.

A structured approach to staffing and supervision, eg guests promptly greeted and seated.

Staff showing evidence of a serious commitment to and enthusiasm for food and wine. Their knowledge should extend to the composition of dishes. Bar staff proficient in the service of cocktails; in the restaurant, considerable evidence of expertise in the knowledge and service of wine – there may be a dedicated sommelier.

Evidence of proper supervision.

Unobtrusive, polite and courteous staff providing a high standard of customer care.

Unobtrusive, polite and courteous staff providing the highest standard of customer care.

3. SERVICE - GUEST CARE

One Star (Basic entry requirements)

Two Star

Alcoholic Drinks Service

Drinks to be available in a bar or lounge.

Breakfast Service

A cooked and continental breakfast provided in a restaurant or breakfast room and advertised as such.

Buffet style is acceptable.

Breakfast served for a reasonable period; arrangements for early departure including the provision of some refreshments.

Buffets should be replenished on a regular basis.

When an additional charge is made for breakfast, the price should be clearly advertised.

Lunch Availability

Optional

Dinner Service

A reasonable choice of substantial hot and cold dishes and a short range of wines available.

Menus and wine lists clean and well presented, with accurate descriptions.

Where a set menu is offered, alternative dishes available on request.

Where the restaurant is likely to be fully booked at the time of a resident guest's stay, advance warning given.

Some snack and cold meal provision for late arrivals, by prior arrangement.

Last orders for dinner no earlier than 6.30pm.

Last orders for dinner no earlier than 7.00pm.

NB It is inappropriate for guests to be asked to choose dishes for dinner at some earlier time of day.

3. SERVICE - GUEST CARE

Three Star



A wide selection of drinks to be available in a bar or lounge.

Drinks should be available to residents and their guests throughout the day and evening.

Four Star



Additionally, table service available on request.

Five Star



A wide selection of drinks, including cocktails, available in a bar or lounge.

Staff should be highly skilled in the presentation and service of cocktails and mixed drinks.

Table service provided.

A menu provided with breakfast available to non-residents.

Breakfast should be served for a reasonable period. (For example: not less than two hours, including a core time of 8am – 9am).

Buffet style acceptable but full table service should also be provided.

Table service provided for those guests who do not wish to help themselves.

Light lunch, snacks or sandwiches available to residents and their guests, served in a restaurant, lounge or bar.

A full lunch service provided in a restaurant, brasserie or similar facility.

A full lunch service provided in a restaurant.

A full dinner service to be provided. Menu and wine list presentation reflecting a greater attention to detail including style and content.

Wine list offering better choice, either in terms of range, quality or both.

An extensive choice of hot and cold dishes and a comprehensive list of wines.

Buffet operations are not acceptable on their own.

The quality of menu and wine list preparation of a very high standard.

The wine list properly reflecting and complementing the style of cooking and providing exceptional quality.

Last orders for dinner no earlier than 8.00pm.

NB Diners should be able to order their meal without going to a bar or food counter.

Last orders for dinner no earlier than 9.00pm.

Last orders for dinner no earlier than 10.00pm.

3. SERVICE - GUEST CARE

One Star (Basic entry requirements)

Two Star

Light Refreshments, Snacks and Afternoon Teas

Hot and cold beverages available to residents and their guests in the public areas during the day and evening.

Guests may be required to order at reception or at the bar. Items might be served simply and on a tray.

Room Service General

Optional.

Any room service provided may be limited in content, but nevertheless carefully presented.

Room Service Breakfast

Optional except in cases of illness.

Breakfast, where served in the bedroom, to include the service of hot tea or coffee, or fresh in-room facilities to include clean crockery and cutlery.

Room Service Lunch

Optional except in case of illness.

Room Service Dinner

Optional except in case of illness.

3. SERVICE - GUEST CARE

Three Star



Four Star



Five Star



Light refreshments and snacks available to residents and non-residents during the day and evening.

Service easily available without guests having to order at reception or at the bar. A very good standard of presentation expected.

Additionally, full afternoon tea served.

Service offered and provided in a highly professional manner.

Provision made for room service meals to be eaten in comfort.

The use of a dressing table or desk surface acceptable.

Room service provision with times of availability to be advertised and menus provided.

Guests able to order without leaving the bedroom, normally by telephone or in-room order cards.

Room service items well presented and served on a tray large enough to easily accommodate its contents.

Service prompt and competent.

Provision for room service meals to be eaten in comfort; it may be necessary to provide a dining table and chairs or a trolley service.

Trays, where used, well presented and easily able to accommodate all items.

A procedure in place to arrange for the collection of trays or trolleys.

A formal mechanism for ordering room service, including menus provided in each bedroom and a dedicated room service staff.

Presentation, whether by tray, trolley or table, of the highest standard.

Service provided promptly, knowledgeably and professionally.

Room service of continental breakfast provided and advertised as such.

Room service of both continental and full cooked breakfast provided and advertised as such.

Breakfast, where served in the bedroom, to include the service of hot tea or coffee.

Guests should be able to order their breakfast in the morning without leaving their bedroom.

Room service of both continental and full cooked a la carte breakfast provided and advertised as such.

A selection of hot and cold dishes available and advertised as such, during restaurant hours.

Full floor service of lunch provided during restaurant hours.

A selection of hot and cold dishes available and advertised as such, during restaurant hours.

Full floor service of dinner provided during restaurant hours.

3. SERVICE - GUEST CARE

	One Star (Basic entry requirements) ★	Two Star ★★
Room Service Refreshments and snacks	Optional except in case of illness.	
Morning Calls	Early morning call on request (or a means by which guests can set their own alarm eg clock, telephone, television etc).	
Shoe Cleaning	Shoe cleaning facilities to be available and, if not already in the bedroom, advertised as such. Either a shoe cleaning service, a conveniently positioned machine or shoe cleaning materials.	
Laundry	Laundry service optional. Iron and ironing board advertised as available if not already provided in the bedroom, even if a trouser press is provided in room.	

4.

BEDROOMS – GUEST COMFORT

	One Star (Basic entry requirements) ★	Two Star ★★
General Quality and Quietness	Acceptable quality, with functional but practical furnishings, fittings and decor. Self-assembly, melamine topped and space saving hard furnishings are all acceptable. Soft furnishings and fittings, as long as they are serviceable, may have more of a domestic quality than that normally associated with specialist hotelware manufacturers. May be functional decor, eg brickwork, woodchip or painted walls. Every effort made to minimise noise levels, eg creaking floorboards noisy extractor fans etc.	Evidence of co-ordinated furnishings, fabrics and decor.

4. BEDROOMS - GUEST COMFORT

Three Star



Where there is no adequate in-room provision (such as a mini-bar) it ought to be possible for a guest to order from a limited range of refreshments throughout the day and evening.

Four Star



Hot and cold drinks, refreshments and light snacks available 24 hours per day.

Five Star



Drinks, refreshments and a range of hot and cold dishes available 24 hours per day.

Early morning call must always be available. Guests should not be expected to set their own alarm call.

In addition to any machine or materials provided, a shoe cleaning service available and advertised as such.

Laundry service available. Details advertised.

Laundry and dry cleaning service available.

Same day laundry service and full valet service. Dry cleaning service available.

Three Star



Good quality, with furnishings, fittings and decor generally matched and well co-ordinated.

Less evidence of self assembly and melamine topped furnishings.

No evidence of domestic quality materials used in fixtures, fittings, furniture and decor.

Minimised noise levels with sound insulation provided by more substantial doors and walls than at One and Two Star levels.

Four Star



Very good quality, with a superior standard of furnishings, fittings and decor.

Unlikely to be equipped with self assembly, melamine topped or space saving furniture.

Fixtures, fittings, furnishings and decor of a very good quality. As a minimum, a good contract standard.

High quality, professionally applied wall coverings with enhancements, where appropriate.

Five Star



Excellent quality, with a luxurious standard of furnishings, fittings and decor.

Hard furnishings of the highest contract, reproduction or antique quality, probably with wood or glass tops. May well be additional items of furniture, eg an occasional or coffee table.

Soft furnishings of the best quality contract or designer standard, with fittings possibly individually chosen to reflect the overall style of accommodation.

Wall coverings of a luxurious standard. Quality paintings, prints etc. appropriate to the style of operation.

Internal and external noise levels absolutely minimal. Might be achieved by use of eg double glazing, excellent structural insulation and a spacious bedroom lobby area to reduce corridor noise.

4. BEDROOMS - GUEST COMFORT

One Star (Basic entry requirements)

Two Star

Housekeeping

All bedrooms and bathrooms cleaned daily and checked to ensure a very high standard of cleanliness. Rooms should look clean and smell fresh. Particular attention should be given to rooms used by smokers.

All beds made daily. Bed linen, including duvet covers changed at least every four days and for each new guest.

Where as part of a hotel's environmental policy, guests are invited to agree to a less frequent change of linen, an exception will be made.

Good practice procedure followed in keeping clean bedding off floors and in ensuring that in-room crockery and glassware are washed hygienically.

Monitoring procedure for reporting of broken/damaged items in need of replacement/repair.

All walls, ceilings, pipes, ledges, equipment and fittings which are beyond reach from floor level, cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease and marks.

4. BEDROOMS - GUEST COMFORT

Three Star



Four Star



Five Star



All beds made daily. Bed linen, including duvet covers changed at least every three days and for each new guest.

All beds made daily. Bed linen, including duvet covers changed at least every two days and for each new guest.

All beds made daily. Bed linen, including duvet covers changed every day.

An evening turn-down service normally provided.

4. Bedrooms - Guest Comfort

One Star (Basic entry requirements)

Two Star

Bedroom Size and Spaciousness

All bedrooms and bathrooms should have sufficient space to allow guests freedom of movement.

In assessing the acceptability of bedroom size, inspectors will take account of useable space available around furnishings and fittings. There should be no restriction of free movement.

Family rooms should be substantially more spacious.

Doors and drawers should be fully openable. The ceiling height for the major part of the room should be sufficient for a person of 6ft to move around without stooping. Sloping eaves and roofs acceptable provided they do not impinge on a major part of the room.

Bedrooms will be more generously proportioned.

Bed size, Quality and Access

Minimum bed sizes (except children's beds in family rooms) as follows:
Single: 190 x 90 cms/6' 3" x 3'
Double: 190 x 137 cms/6' 3" x 4' 6"

All beds to be in good condition, with sound base and sprung interior, foam or similar quality, modern, comfortable mattress, having secure headboard or equivalent.

Access from both sides of all double beds.

Bedding Quality

Good quality, clean bedding in sufficient quantity, according to guests' needs. Normally two sheets, two blankets per bed and two pillows per person in individual pillow cases as well as a quilt or third blanket, bedspread or equivalent as a minimum. Duvets are acceptable, provided traditional bedding is available on request. 100% man-made fibre sheets are unacceptable.

A mattress protector or under-blanket for each bed. Plastic or rubber mattress protectors are not acceptable (except for use in children's beds).

Spare pillows, blankets and non-allergic pillows available on request.

Freshly laundered linen. Stained, torn or worn items are unacceptable.

Any additional bedding provided in guest rooms should be clean and fresh, preferably wrapped.

4. BEDROOMS - GUEST COMFORT

Three Star



All bedrooms with sufficient free space to allow for the provision of the appropriate level of room service.

Four Star



Bedrooms and bathrooms with an obvious degree of spaciousness, allowing ample ease of movement for guests; significantly exceeding basic entry requirements.

Five Star



Bedrooms and bathrooms particularly spacious, allowing generous ease of movement, comfort and relaxation for guests.

A means of offering a choice of larger bed sizes eg queen and king. This could be achieved through the use of zip and link single beds.

Single beds exceeding the 3ft minimum size.

Very good quality beds (eg pocket-sprung mattress and base), in very good condition, with superior headboard attached, or similar.

Very good quality beds in excellent condition, with superior headboard attached, or similar.

Bedding should be co-ordinated.

Beds dressed to a very high standard; all bedding of a very high quality, co-ordinated and laundered to a very high standard.

Beds dressed to a very high standard, perhaps with valances and scatter cushions; all bedding of an excellent quality, co-ordinated and immaculately laundered.

One Star (Basic entry requirements)

Two Star

Heating and Temperature Control

Adequate fixed heating, controllable by the guests.

Possibly wall mounted fan or electric heaters. Whichever form of heating is provided, it should be able to heat the entire bedroom adequately and quickly.

Supplementary heating provided in rooms on request.

No charge for heating. As good practice an effort should be made to provide fans on request for guest use in hot weather.

Lighting

Well lit bedrooms and bathrooms.

A light controlled from the door and bed.

Bedside reading light for and controllable by each person, as well as a light controlled from the door.

Twin beds possibly sharing a bedside light.

As guidance an overall lighting level of at least 160 Watts (single room) and 220 Watts (double).

Illumination may look impressive but fail to provide suitable levels for practical use. Position and effectiveness are the most important considerations.

A shade or cover provided for all bulbs, unless decorative.

Windows

At least one window providing natural light and adequate ventilation.

In some cases it may be acceptable for the bedroom to overlook a large internal atrium which is naturally illuminated.

Windows providing good levels of lighting within the bedroom.

Ground floor windows providing security when opened.

Well fitted windows, easy to open (and remain open) and shut, except where air conditioning is provided.

4. BEDROOMS - GUEST COMFORT

Three Star

Individually controlled thermostatic heating, preferably operable 24 hours.

May be adjustable electric or central heating.

Where central heating is provided, but not operable 24 hours, extra heating readily available.

Bedrooms adequately heated in anticipation of an arriving guest.

Four Star

Individually controlled thermostatic heating, preferably operable 24 hours, achieved by a full central heating system.

Five Star

Individually controlled thermostatic heating, operable 24 hours.

Every effort should be made to provide air conditioning, especially in town and city locations.

Very well lit bedrooms and bathrooms

Two bedside lights in twin bedded rooms.

Exceptionally well lit bedrooms and bathrooms.

Room lighting controllable from the bedside.

Likely to be additional lighting provided, eg armchair reading light, wardrobe lighting or night lamp.

Particularly good positioning and effectiveness of lighting.

4. BEDROOMS - GUEST COMFORT

One Star (Basic entry requirements)

Two Star

Curtain Quality

Acceptable quality opaque curtains, blinds or shutters provided on all windows including glass panels to doors, fanlights and skylight windows to afford both privacy and exclusion of light.

Lined curtains required.

In ground floor bedrooms, additional privacy provided by means of a net curtain or blind.

All window coverings properly fitted or hung.

Curtain materials, when used, reasonably substantial, with or without lining; possibly domestic quality.

Curtains large enough to draw completely across the width and height of the window.

Flooring Quality

Acceptable quality fully fitted carpets, or where an acceptable alternative flooring is provided, slip resistant rugs or mats placed by the bedside.

Flooring will be hard wearing with carpeting co-ordinated with surrounding fabrics and soft furnishings.

Carpets with more of a domestic quality than those associated with specialist contractors. May be carpets, carpet tiles or well finished hard flooring with rugs.

All flooring properly and well fitted.

Where carpeting used, guests provided with ample comfort under foot.

4. BEDROOMS - GUEST COMFORT

Three Star



Four Star



Five Star



Good quality window coverings.

Very good quality window coverings.

Excellent quality window dressing.

Curtain materials, when used, should be substantial, fully lined and of a contract quality.

All window coverings properly fitted or hung, with particular attention paid to ease of use.

Window dressing denoting a degree of luxury, with, for example, features such as good use of interlining, swags and tails etc.

Ample drape and width.

Good quality flooring; carpeting of a heavyweight contract standard.

Very good quality flooring, with significant co-ordination with surrounding fabrics and soft furnishings.

Flooring most likely to be excellent quality hotel standard contract carpeting, very comfortable under foot, or uncovered, well presented and polished boards, with high quality woven rugs.

4. BEDROOMS - GUEST COMFORT

Furniture

One Star (Basic entry)

Two Star

Dressing Table

Dressing table or equivalent, with sufficient free space for practical use and mirror adjacent.

A dressing/writing table provided.

A flat surface of acceptable dimensions normally sufficient.

Light intensity adequate for use; a conveniently positioned spare 13 amp power socket provided.

Mirror

Full length mirror of suitable size and position for guests to see themselves from head to toe.

Bedside Tables and Other Tables

A bedside table or equivalent provided for each person although twin beds may share a bedside table.

Clothes Storage

A wardrobe or clothes hanging space with sufficient good quality hangers per person. An alcove is acceptable, but not hooks on walls or behind doors.

Adequate drawer or shelf space.

Drawers running freely; lined or with an easily wiped interior surface.

Wire hangers not acceptable.

The amount of clothes storage provided commensurate with the style of operation.

Chairs upholstered on seat and back, with or without arms, with some co-ordination with surrounding fabrics and soft furnishings.

Seating

Single: one chair.

Double/twin: two chairs or one chair and one stool.

Seating provided appropriate to the style and size of the bedroom.

4. BEDROOMS - GUEST COMFORT

Three Star	Four Star	Five Star
The dressing/writing table provided with kneehole.	The table allowing for maximum use of free space.	
Good light intensity. Lighting specifically provided to illuminate the area.	Very good light intensity.	Excellent light intensity.
<hr/>		
<hr/>		
<p data-bbox="619 851 949 907">A bedside table or equivalent for each person in a twin bedded room.</p> <p data-bbox="619 922 853 952">Shelves are not acceptable.</p> <p data-bbox="619 967 986 1048">Occasional or dining tables where used for room service, should be at an appropriate height from which to eat.</p>		
<hr/>		
<p data-bbox="619 1120 970 1164">An alcove is acceptable only if located in entrance hall or lobby.</p> <p data-bbox="619 1187 925 1243">A wider range of hangers provided, suitable for all types of clothing.</p>		
<p data-bbox="1013 1120 1364 1164">A fully fitted or free standing wardrobe, probably with integral lighting.</p> <p data-bbox="1013 1332 1332 1361">Single: one easy chair, one desk chair.</p> <p data-bbox="1013 1377 1348 1433">Double/twin: two easy chairs, one desk chair.</p>		
<hr/>		
<p data-bbox="226 1523 418 1550">Single: one easy chair.</p> <p data-bbox="226 1568 577 1624">Double/twin: two easy chairs or one easy chair and one stool.</p> <p data-bbox="226 1639 566 1720">An easy chair should be substantial and comfortable, upholstered on seat and back, with or without arms.</p> <p data-bbox="226 1736 587 1836">Conference style seating and dining chairs not generally acceptable, but consideration should be given to providing appropriate desk seating.</p>	<p data-bbox="619 1523 810 1550">Single: one easy chair.</p> <p data-bbox="619 1568 973 1697">Double/twin: ideally two easy chairs. However, the provision of a substantial chair at the writing desk in addition to one easy chair, may be acceptable. Stools are not acceptable.</p> <p data-bbox="619 1713 970 1792">Seating where used for room service eating, should be of an appropriate style and height.</p> <p data-bbox="619 1809 965 1870">Fabrics of a better quality and co-ordinated; cushions may be provided.</p>	<p data-bbox="1013 1523 1369 1601">Seating provided appropriate to the style of the bedroom and generally more substantial.</p> <p data-bbox="1013 1617 1380 1675">Fabrics of a high quality and co-ordinated; cushions may be provided.</p>

4. BEDROOMS - GUEST COMFORT

	One Star (Basic entry requirements)	Two Star
Hot Beverages	<p>Tea/coffee making facilities provided in bedrooms unless an advertised 24-hour room service available.</p> <p>Where service only is provided, the availability of a hospitality tray, at no extra charge, must be advertised to guests.</p> <p>Fresh milk available on request, and consumables kept wrapped or in lidded containers.</p> <p>Guests should not be expected to operate kettles at floor level.</p>	
TV	<p>Colour TV provided in a lounge or in every bedroom, at no extra cost.</p> <p>Televisions provided in bedrooms may be small and might be mounted on a wall bracket.</p> <p>NB All available channels to be properly tuned in.</p>	<p>Colour TV provided in every bedroom, at no extra cost.</p>
Radio	<p>Radio provided in each bedroom, unless a TV is standard.</p> <p>May be part of the TV installation.</p> <p>NB All available channels to be properly tuned in.</p> <p>Where clock radios are used, instructions for use provided and clock set accurately.</p>	<p>Radio to be available on request in each bedroom.</p>
Telephones (see also Telephones under Public Areas)	<p>Bedroom telephones optional.</p> <p>Where telephones provided, rate card displayed in bedrooms to illustrate typical charges.</p> <p>Need not be direct dial.</p> <p>All in-room phones displaying the hotel telephone number, together with the extension or bedroom number.</p> <p>As a matter of good practice, we recommend that you include in guest information the cost of at least six sample calls, including:</p> <ul style="list-style-type: none"> • one five-minute local UK call, peak rate • one five-minute local UK call, off-peak rate • one five-minute long distance UK call, peak rate • one five-minute long distance UK call, off-peak rate • one five-minute international call, peak rate (ie USA) • one five-minute international call, off peak rate (ie USA) <p>with an explanation of what 'local'/'long distance' means and 'peak'/'off-peak'.</p> <p>You should be able to obtain the sample prices from your service provider.</p>	<p>As One Star</p>

4. BEDROOMS - GUEST COMFORT

Three Star

Four Star

Five Star

A better range of good quality facilities and a higher standard of presentation.

In addition to the provision of 24-hour room service, the availability of a hospitality tray, if not already provided, must be advertised to guests.

In-room facilities, where provided, of a very high standard, with tea pot provided.

No extra charge for the provision of the hospitality tray, including a good range of beverages.

All TVs provided with remote control

Televisions normally with generously sized screens and either free standing, enclosed in a cabinet, or on an appropriate wall mounted shelving unit.

Satellite or cable and/or video channel(s) provided.

Radio provided in each bedroom, giving a choice of several channels.

Direct dial telephone.

Notepad with pen or pencil to be provided.

As One Star

As One Star

Direct dial telephone, at both bedside and writing desk.

A comprehensive telephone system provided – guests should be able to contact main departments without recourse to the switchboard.

Additional fax and computer points may well be provided.

As One Star

4. BEDROOMS - GUEST COMFORT

One Star (Basic entry requirements)

Two Star

Writing Materials

Writing materials optional.

Clean and neatly presented, where provided.

Hair Dryer

Hair dryer optional, but advertised as available on request.

Bedroom Suites

Private suites optional.

Miscellaneous

A raised surface, other than a bed or chair, to be used for unpacking luggage.

A luggage stand provided.

A waste paper container (non-flammable if smoking permitted).

An ashtray (where smoking permitted).

A drinking tumbler per guest; clear glass, scratchless plastic or wrapped disposable.

Sufficient conveniently situated power sockets to allow for the safe use of all electrical equipment provided. Power adapters acceptable, but not overloaded.

Hotel services and facilities advertised in all bedrooms, for example in a room information folder.

'Do not disturb' notices provided for guests' use.

4. BEDROOMS - GUEST COMFORT

Three Star

Writing materials available and advertised as such.

Hair dryer provided.

Four Star

Writing materials, including pen and stationery, to be provided.

Well presented, normally in a folder or rack.

Where hair dryers provided are fixed, an effort should be made to provide a portable hair dryer on request for guest convenience.

Five Star

Writing materials, including stationery, will be particularly well presented and may well include additional items such as postcards or facsimile sheets.

A number of permanent luxury suites should be available.

At least one suite should be available, either as a permanent fixture or by temporary conversion ie opening an adjoining room. A suite must consist of a separate sitting room, reached, as a minimum, through an arch from the main area.

The bedroom within a suite should generally contain the furnishings, fittings and equipment appropriate to the star level.

Drinking tumblers should be clear glass or wrapped disposable.

Separate conveniently situated power sockets to allow for the safe use of each electrical appliance.

5.

BATHROOMS — SHOWER ROOMS. EN-SUITE FACILITIES ETC.

One Star (Basic entry requirements)

Two Star

General Quality (Applies to all bathroom types)

See also Washing Facilities.

Hot water for bathing provided at all reasonable times.

Any shower facility provided must be part of a self contained room, not in the bedroom itself.

Facilities may be relatively compact, with functional but practical decor and fittings, perhaps reflecting a domestic quality.

Showers providing a strong and easily adjustable flow of water, in watertight cubicles.

Particular attention given to cleanliness, including that of extractor fans, to maintenance and to lighting levels.

No charges made for the use of public facilities.

Bathroom Equipment

All bathrooms or shower rooms, whether public, private or en-suite equipped to an acceptable standard, with:

Adequate heating and ventilation

Where appropriate windows should be fitted with curtains, blinds or shutters to ensure privacy

Bath or shower, wash basin and mirror

Soap and soap dish

Bath mat

Internal lock or bolt on all public bath or shower rooms

Hook for clothes

Covered light

Non slip surface, or mat for use in baths or showers

5. BATHROOMS - SHOWER ROOMS, ENSUITE FACILITIES ETC.

Three Star



All bathrooms or shower rooms equipped to a good standard.

Facilities more spacious, with more shelf space and fitted and decorated with more quality (eg tiled walls and well fitting flooring).

Four Star



All bathrooms equipped to a very good standard.

Hot water for bathing provided at all times.

Some decorative enhancements, and better fittings, eg fully matching suites.

Showers, preferably thermostatically controlled, providing a strong and adjustable flow of water. Can be a separate water tight shower unit or a shower facility within the bath.

Very good quality shower curtains or splash screens fitted.

Five Star



All bathrooms equipped to an excellent standard.

Facilities ample in size, with a matching suite of high quality and sufficient free, flat surfaces. Decor commensurate in quality with the bedroom, possibly fully fitted and maybe marbled.

Enhancements might include additional hand held shower fixtures, separate shower cabinets and bidets.

Ample sized baths and showers providing a strong and simply adjusted flow of water.

A heated towel rail or equivalent, or some means of providing guests with additional dry towels on request.

5. BATHROOMS - SHOWER ROOMS, ENSUITE FACILITIES ETC.

	One Star <small>(Basic entry requirements)</small>	Two Star
Washing Facilities	<p>Clean hand and bath towels and bathmats provided for each new guest and changed daily.</p> <p>Matching, absorbent, cotton towels, smelling clean and fresh.</p> <p>Where, as part of a hotel's environmental policy, guests are invited to and agree to a less frequent change of towels, an exception will be made.</p> <p>Fresh soap provided for each new letting. Where liquid soap dispensers are provided, particular attention needs to be paid to their cleanliness and hygiene.</p>	
En-suites	<p>75% of bedrooms with en-suite or 'private' facilities, comprising either bath or shower and WC. Where establishments do not currently meet this requirement they will be allowed until 1 July 1999 to upgrade.</p> <p>An en-suite facility is one in which the bath/shower, wash basin and WC are situated in separate room(s) within the overall guest room area.</p> <p>A 'private' facility is one designated solely for the occupants of one bedroom, situated on the same floor, close to the bedroom and lockable with a key provided.</p>	<p>100% of bedrooms with en-suite or 'private' facilities, comprising either bath or shower and WC. Where establishments do not currently meet this requirement they will be allowed until 1 July 1999 to upgrade.</p>
Number of Bathrooms	<p>At least one bath or shower room available at all times for every six resident guests (other than those in bedrooms with private or en-suite facilities).</p>	<p>Not applicable.</p>
Access to Bathrooms	<p>Access to bathrooms from bedrooms via public areas (eg reception, lounge etc.) is not acceptable.</p>	<p>Access to bathrooms from bedrooms via public areas (eg reception, lounge etc.) is not acceptable. Not applicable after 1 July 1999.</p>

5. BATHROOMS - SHOWER ROOMS, ENSUITE FACILITIES ETC.

Three Star



Four Star



Five Star



Bath sheets, and bath robes to be provided. Highest quality absorbent cotton towels and robes, in excellent condition.

Generously sized, good quality, matching, absorbent, cotton towels smelling clean and fresh.

Shampoo and/or bath/shower gel provided, as a minimum.

A range of high quality guest toiletries.

A range of luxury guest toiletries.

100% of bedrooms to have en-suite bath or shower and WC.

100% of bedrooms to have en-suite bath fitted overhead shower and WC. A quality hand held flexible shower attachment is acceptable provided it can be secured above head height for hands free use.

Not applicable.

5. BATHROOMS - SHOWER ROOMS, ENSUITE FACILITIES ETC.

	One Star <small>(Basic entry requirement)</small>	Two Star
Washbasins	<p>A wash basin (with a minimum internal measurement of 36x24cm/14"x9.5") with hot and cold running water available at all times provided either in the bedroom, en-suite bath/shower room or private bath/shower room.</p> <p>A mirror with good lighting, situated above or adjacent to the wash basin, with conveniently located electric shaver point, indicating voltage.</p> <p>A towel rail or equivalent.</p>	
Bedroom and Bedroom floor Toilets	<p>All toilets equipped with:</p> <ul style="list-style-type: none"> Adequate ventilation A lidded WC A covered light Toilet paper plus spare A sanitary disposal bin A washbasin unit, adequate hand washing and drying facilities An internal lock or bolt (floor toilets only) 	
Number of Toilets	At least one toilet, separate from a bathroom, for every six resident guests (other than guests in bedrooms with en-suite facilities).	At least one toilet, separate from a bathroom, for every six resident guests (other than guests in bedrooms with en-suite facilities).
Access to Toilets	Access to toilets from bedrooms via public areas (eg reception, lounge etc.) is not acceptable.	Access to toilets from bedrooms via public areas (eg reception, lounge etc.) is not acceptable.

5. BATHROOMS - SHOWER ROOMS, ENSUITE FACILITIES ETC.

Three Star



Four Star



Five Star



A full sized wash basin situated within the en-suite bathroom.

Not applicable.

Not applicable.

6.

FOOD QUALITY

One Star (Basic entry requirements)

Two Star

General Quality

All food carefully prepared and presented and properly cooked.

At least one vegetarian option available at each meal.

Main meals might be simply constructed, with some use of convenience products, but all meals freshly cooked on the premises.

There will be evidence of some fresh foods being used and better technical skills.

Breakfast

As a minimum, a set menu would be acceptable with, for example, fruit juice and cereals, bacon and eggs, coffee and tea and toast – or regional variations offering a minimum of two hot items.

All hot foods should be well cooked and presented, grease-free and served at the correct temperature.

Care should be taken to ensure that juices are chilled, toast is crisp and coffee is freshly made.

Room Service – Food Quality

Three Star

Four Star

Five Star

A range of dietary and vegetarian options available at each meal.

More evidence of fresh foods being used, with good technical skills. Particular attention given to food quality rather than extensive menus.

All meals prepared with good technical skills with significant use of fresh, raw produce. Whilst normally offering a wider range of menus and dishes, the emphasis remains on food quality rather than extensive menus.

All meals prepared with a high level of technical skill entirely from fresh, raw produce. Cuisine meeting the highest international standards.

A good range of hot and cold items, together with a choice of good quality accompaniments (eg jams, marmalades, ground and decaffeinated coffee, teas etc).

A wide range of hot and cold items, together with a choice of very good quality accompaniments (eg butters, spreads, jams, marmalades, ground and decaffeinated coffee, teas, etc).

Either as part of a buffet or full table service, breakfast featuring a wide range of items including fresh juices and fruits, cold meats and cheeses, bakery items, special dietary produce and, of course, a comprehensive range of appetising hot items.

Good quality, freshly prepared food.

All food of a good quality, freshly prepared and cooked and served at the correct temperature.

All food of a very high quality, freshly prepared and cooked and served at the correct temperature.

7.

PUBLIC AREAS - QUALITY

One Star (Basic entry requirements)

Two Star

General Quality

Public areas may be limited in both scale and range.

Furnishings, fittings and decor of an acceptable quality and in good condition.

May be a limited amount of comfort and space within the public rooms, with perhaps only one sitting area and few additional features. Possibly a rather limited ambience and a mixed range of fixtures and fittings.

Greater evidence of quality, with additional effort made to create a welcoming environment with decorative enhancements.

Reception Area

Acceptable for a Reception area to comprise, as a minimum, a small, presentable hallway with bell and either an appropriate flat surface, a hatch or the use of a desk in the hotel office.

A bar used for reception purposes is not acceptable but a clearly designated area at one end of the bar counter is acceptable.

A bell provided to summon attention when staff are not present.

A clearly designated reception area provided.

A bar used for reception purposes is not acceptable.

Guests' Access (See also Safety and security)

Once registered, residents have access to the establishment at all times. It is acceptable for a front door key or security code to be issued.

The Proprietor and/or staff available day and evening to receive guests and deal with prospective guests.

Restaurants

Individual tables available for each guest or party.

Surroundings may be functional, with hard seating, matching but standard crockery, cutlery and glassware, disposable tablecloths and napkins.

Tables possibly set close together, but of an appropriate height for comfortable dining.

A greater degree of comfort and quality.

7. PUBLIC AREAS QUALITY

Three Star

Public areas generally offering a greater range; furnishings, fittings and decor of a good quality and in good condition.

Generally more space, with greater consideration given to comfort and quality standards.

Four Star

Public areas generally more spacious, offering a good range of facilities. Furnishings fittings and decor of a high quality and in good condition.

Extra facilities might include leisure, business and extended food and beverage areas.

Five Star

Extensive public areas, with excellent quality furnishings, fittings and decor, all in very good condition. According to location, style and type, a range of additional facilities expected. Might include shops, hairdressing salons, facilities for leisure and business, secondary food and beverage operations and banqueting facilities.

An air of luxury, with exceptionally comfortable public rooms; rooms of substance decorated with style and quality. Effective lighting and floral arrangements adding to the ambience and providing a range of different environments within which guests feel that they are experiencing the best international standards.

A well decorated, dedicated reception area with desk, counter or table.

A bell provided to summon attention if receptionist is temporarily not present.

A clearly designated reception area within a well decorated and furnished foyer or entrance hall.

A formal desk, table or counter provided and the foyer may well contain a separate porter's desk.

Reception area clearly designated within an impressive foyer or entrance hall, with highest quality flooring, decor, and furnishings.

A formal desk provided, often with separated reception and cashier sections and possibly a separate porter's lodge or concierge's desk.

Management and/or staff on duty 24 hours.

Comfortable surroundings, with good quality decor, furnishings and tableware, all commensurate with hotelware quality.

Restaurant, regardless of style, appointed to a very good decorative standard, with good quality tableware and comfortable seating. Tables reasonably well spaced; good use made of decorative enhancements.

Restaurant, whatever its style, appointed to the highest decorative standard, with best quality tableware and comfortable seating.

Tables well spaced: a general air of luxury prevailing.

	One Star (Basic entry requirements)	Two Star
Sitting Areas	<p>A sitting area provided throughout the day and evening, with sufficient comfortable seating.</p> <p>A bar or sitting area provided for the service of drinks and refreshments</p> <p>As a minimum, both bar and lounge might be combined and provide the only sitting area within the hotel.</p>	
Heating	An adequate level of heating provided in all public areas.	
Corridors and Staircases	<p>Corridors and stairs in good repair, well lit and free from obstruction.</p> <p>Corridors may well be narrow, possibly on a number of different levels within one floor and sparsely appointed.</p> <p>Particular attention given to the maintenance of door handles, numbers, brassware and glass panels.</p>	
Lifts	Optional.	<p>A lift is required if in order to reach the bedroom from the ground floor, a guest must ascend or descend more than three inter floor stairways.</p> <p>Possible dispensation in the case of architecturally listed properties and in older buildings where it can be shown fitting a lift is impractical or unacceptable to planning authorities. However, where dispensations given more attention needs to be given to assistance with luggage.</p>
Telephones	<p>Payphone provided unless direct dial in-room facilities for making calls are available 24 hours.</p> <p>A small table top unit in the public areas is sufficient. Enclosed booths or rooms, where provided, should be designated 'non-smoking'.</p>	

7. PUBLIC AREAS QUALITY

Three Star

Four Star

Five Star

A sitting area provided at all times, with ample comfortable seating.

The bar and lounge may be combined, but a more sophisticated ambience will better reflect the hotel's rating at this level.

Extensive sitting areas provided at all times, with ample comfortable seating.

Sitting areas need not all be lounges that provide no revenue opportunity, but should certainly offer a range of environments. Whatever is provided reflects high standards of comfort and quality, enhanced by stylish design features, creating a very sophisticated ambience.

Corridors may well be narrow, possibly on a number of different levels within one floor, but nevertheless well furnished and decorated.

Clear, directional signage to bedrooms and Reception.

Corridors and stairs permanently lit (possibly natural lighting during daytime).

Corridors normally wide and spacious with some decorative enhancements.

Corridors normally wide and spacious, allowing for the free movement of trolleys and with some decorative enhancements.

A lift required if in order to reach the bedroom from the ground floor, a guest must ascend or descend more than two inter floor stairways.

As Three Star.

At least one dedicated guest lift to all levels is required if in order to reach the bedroom from the ground floor, a guest must ascend or descend more than one inter floor stairway.

Payphone provided with a degree of privacy.

A facsimile service should be available for guest use. This may be a charged for use service.

A telephone booth, or similar, provided.

Discreetly situated booth/s close to reception, with the added facility of a courtesy phone expected.

	One Star (Basic entry requirements)	Two Star
Public Toilets	<p>A toilet facility conveniently situated for the public areas.</p> <p>All toilets well maintained, regularly cleaned and checked and adequately ventilated.</p> <p>Toilets may be compact and functional and may be shared by ladies and gentlemen.</p> <p>Adequate hand washing and drying facilities to be provided.</p>	



GENERAL REQUIREMENTS

	One Star (Basic entry requirements) ★	Two Star ★★
Statutory Obligations	<p>Fulfillment of the statutory obligations, where applicable, including:</p> <ul style="list-style-type: none"> Hotel Proprietors Act Trade Descriptions Fire Precautions Price Display Orders Food Safety Licensing Health and Safety Disability Discrimination <p>Proprietors may be asked to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled.</p>	As One Star
Safety and Security	<p>A high degree of general safety and security, including information on procedures in the event of an emergency.</p> <p>Multilingual emergency procedure notices or use of symbols/diagrams.</p> <p>Printed instructions for summoning assistance during an emergency at night.</p> <p>Adequate measures for the security of guests and their property. Means of securing bedroom doors from inside and out, and a key available to guests.</p> <p>The issuing of a bedroom key to guests and charging of items to account always done discreetly to ensure guest security.</p> <p>In the interests of safety, guests to be escorted to bedrooms, if especially requested.</p>	As One Star

8. GENERAL REQUIREMENTS

Three Star



Four Star



Five Star



More spacious toilets, better decorative standards, more efficient hand-drying facilities and ample mirrors.

Separate facilities for ladies and gentlemen conveniently situated in the public areas.

Toilets spacious and/or numerous, with quality appointments and refinements such as individual hand-towels for each person.

Cloakroom facilities provided.

Three Star



Four Star



Five Star



As One Star.

As One Star.

As One Star.

As One Star.

As One Star.

As One Star.

One Star (Basic entry requirements)

Two Star

Safety and Security (contd)

Proprietor and/or staff to be on site and on call to resident guests 24 hours a day.

Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Car parks, where provided, adequately lit.

Particular attention given to the safety and security of guests in ground floor bedrooms and to external paths and walkways to and from bedrooms.

Maintenance

Buildings, their fixtures, furnishings, fittings and exterior and interior decor maintained in a sound, clean condition and fit for the purpose intended.

Grounds, gardens and car parks, where provided, should be well maintained and kept tidy. Parking areas should be clearly defined.

All electrical equipment in good working order and regularly serviced to ensure guests' safety.

Normal wear and tear acceptable.

Annexes

Where an establishment has an annexe, the facilities provided in this annexe will be taken into account in determining the rating for the establishment as a whole.

Visitors advised at the time of booking, and subsequently in the case of any change, if the accommodation offered is in an unconnected annexe or has separate external access, and advised of the location of the accommodation.

Annexe accommodation may be situated in a separate unit or units within the hotel grounds or within easy walking distance of the main building.

Three Star



Four Star



Five Star



Grounds, gardens and car parks, where provided, should demonstrate very good attention to detail, including landscaping and driveways, with the provision of garden furniture or architectural features. A well maintained appearance throughout the year.

Additionally, hotels will generally employ maintenance staff to minimise general evidence of minor maintenance defects.

Car parks should be well lit and signed.

Any annexed accommodation linked under cover to the main building, or covered transport provided.

8. GENERAL REQUIREMENTS

	One Star (Basic entry requirements) ★	Two Star ★★
Opening	Establishments open seven days each week during the season, providing the appropriate level of service and facilities on all days open. Exceptional cases may be considered on their own merit.	
Number of bedrooms	Normally a minimum of six letting bedrooms.	
Licence	As a minimum, a current residential liquor licence, or equivalent.	



COUNTRY HOUSE HOTELS

Hotels that are described as 'Country House Hotels' are fully assessed within the 1 to 5 Star rating scheme and should generally meet the requirements that apply to the relevant rating awarded.

In recognition of the special nature of such hotels, a number of requirements may be relaxed, as follows:

At 4 Star room service during night time hours may not be available and, at 5 Star, such service may be limited to sandwiches and drinks.

Although a pay-phone should be provided, it may be more discreetly positioned than otherwise required at 4 and 5 Stars.

At 4 Star and above there may well be a less formal reception area with less formal procedures in place. There may also be no night porter on duty at 4 Star.

At 3 Star and above staff may not be uniformed, but instead dressed in a smart but more informal style.

At 1 and 2 Star communal dining at breakfast and/or main meals is acceptable.

In addition Country Houses – at all levels – are expected to provide the following:

A rural or semi-rural location.

Ample grounds or gardens.

Minimal traffic noise.

Availability of country pursuits (on site or local)

Minimal disruption to guests from conference and banqueting activity.

Ample comfortable lounge areas.

Afternoon tea service

9. COUNTRY HOUSE HOTELS

Three Star



Four Star



Five Star



Establishments fully open 7 days each week throughout the year.

As a minimum, a current residential and restaurant liquor licence, or equivalent.

A full liquor licence.

QUALITY STANDARD FOR TOWNHOUSES

41



QUALITY STANDARD FOR TOWNHOUSES

Introduction

This section contains rating requirements for the quality standard for Townhouse Accommodation.

Townhouses are small personally run town centre hotels which concentrate on privacy, well appointed bedrooms and suites and high quality service. They may not have public rooms or formal dining arrangements but offer additional high quality room service and are usually located in areas well served by restaurants.

These standards indicate, in general terms, typical expectations at each Star level. They are neither exhaustive nor definitive - Townhouses may well exceed such expectations.

Assessments for the Townhouse Standard

Establishments must meet the requirements for 4 Star to be awarded a Townhouse rating. In order to move from 4 to 5 Star a Townhouse will need to meet higher quality standards providing the very best in guest care as well as the appropriate range of facilities and level of services that are expected. Research indicates that quality is of key importance.

Where phrases such as very good and excellent are used these signify ascending levels of quality in broad terms only. They are deliberately non-specific, recognising the wide variety of quality elements that could be included.

Assessments for Townhouse accommodation will take the form of an incognito overnight visit.

CONTENTS FOR TOWNHOUSE

INTRODUCTION			
1	GENERAL QUALITY	56	
	SERVICE		
	General	57	
	Reception	57	
	Reservation and Prices	58	
	Guest Check Out	59	
	Porterage	59	
	Concierge	59	
	Restaurant Provision	59	
	Food and Provision	60	
	Alcoholic Drinks	60	
	Breakfast	60	
	Room Service	60	
	Room Service - Breakfast	61	
	Room - Refreshments and Snacks	61	
	Room Service - Morning Calls	61	
	Shoe Cleaning	61	
	Laundry	61	
	BEDROOMS		
	General Quality	62	
	Housekeeping	62	
	Size and Space	63	
	Bed Size, Quality and Access	63	
	Bedding Quality	63	
	Heating	64	
	Lighting	64	
	Windows	65	
	Curtains	65	
	Flooring	65	
	Dressing Table	66	
	Mirror	66	
	Tables	66	
	Clothes Storage	66	
	Seating	67	
	Hot Beverages	67	
	Televisions	67	
	Radios	67	
	Telephones	68	
	Writing Materials	68	
	Hairdryer	68	
	Suites	68	
	Miscellaneous	68	
	ENSUITES		
	Provision	69	
	General Quality	69	
	Bathroom Equipment	69	
	Washing Facilities	70	
	Wash Basins	70	
	FOOD QUALITY		
	General	70	
	Breakfast	70	
	Room Service	70	
	PUBLIC AREAS		
	General	71	
	Reception	71	
	Guest Access	71	
	Restaurants	71	
	Heating	71	
	Corridors and Staircases	72	
	Lifts	72	
	Telephones	72	
	GENERAL		
	Statutory Obligations	73	
	Safety and Security	73	
	Annexes	74	
	Opening	74	
	Number of Bedrooms	74	
	Licence	74	

1.

REQUIREMENTS FOR TOWNHOUSE ACCOMMODATION

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
General Quality	<p>These will normally be character properties in a town or city location, generally of an individual and distinctive style, that offer high quality accommodation and a personal level of service.</p> <p>Overall, each Townhouse will have its own individual characteristics, and a range of additional facilities and services may well be provided - but common to all will be a high standard of hotel-keeping. The emphasis will be on a personal welcome, attentive and courteous staff, a general atmosphere of understated luxury throughout.</p>	<p>Extra facilities may be provided depending on the business centre, concierge service, restaurant, valet parking.</p> <p>Hotels setting the highest international standards for the industry providing flawless guest service.</p>
Cleanliness	<p>Achieve and maintain a high standard of cleanliness, with significant attention to detail throughout the property.</p> <p>Particular attention should be given to bathrooms, shower rooms, toilets and aspects that involve direct guest contact.</p> <p>These include:</p> <ul style="list-style-type: none">- bedding, linen and towels- baths, showers, washbasins and WCs- flooring and seating- crockery, cutlery and glassware	<p>As four star.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

SERVICE

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ <i>In addition to all the 4 star requirements</i>
General	<p>All guests should be greeted and acknowledged in a friendly, efficient and courteous manner.</p> <p>All enquiries, requests, reservations, correspondence and complaints from visitors should be dealt with promptly.</p> <p>Management and staff well informed about their hotel, local attractions and events.</p> <p>Incoming telephone calls to resident guests should be handled in a professional and discreet manner.</p> <p>A sophisticated style of service, with very good staffing levels. Management and staff smartly and professionally presented and staff usually uniformed.</p> <p>Technical and social skills of a high standard, anticipating and responding to guests needs and requests.</p>	<p>A formal and structured team of impeccably presented staff, with a management and supervisory hierarchy.</p> <p>Regardless of the style of service, technical and social skills will be of the highest order.</p>
Reception	<p>Staff available to receive guests during the day and evening.</p> <p>A dedicated receptionist on duty.</p> <p>Reception staff well trained and professionally presented. Staffing levels commensurate with the size of the establishment.</p> <p>An escort to bedroom for all arriving guests.</p> <p>Direct guest contact should be given priority over other reception duties. As reception is likely to be the guest's first and last point of contact, special attention should be given to providing a good standard of customer care.</p>	<p>An ample team of reception staff, highly trained and immaculately presented.</p> <p>A multi-lingual service provided consistent with meeting the needs of the hotel's normal clientele.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

4 Star Townhouse ★★☆☆

5 Star Townhouse ★★★★★

In addition to all the 4 star requirements

Reservations and Prices

Easy, efficient booking service.

Prospective visitors told clearly about what is included in the prices quoted for accommodation, including service charge, taxes and other surcharges. Additionally, prospective visitors should be advised of opening times, major refurbishment work in progress, house policies (e.g. no smoking) and availability of meals and refreshments.

Advance warning given if restaurant (where provided) is likely to become fully booked.

Clear explanation of charges, including cancellation policy, if any, for additional services or facilities available.

Unless notified in writing in advance, price confirmation at least indicated on key card or similar.

Prospective guests left confident that their booking was recorded accurately. A good first impression is critical.

As a minimum, name, address and/or contact telephone number recorded at the time of booking.

Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful.

There may be no dedicated reservations department, but all bookings handled in a friendly and courteous manner.

A dedicated reservations department with efficient, formal procedures in place. Staff demonstrate the highest levels of customer care and telephone manner.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Guest Check Out	<p>Provide each guest with details of payment due and a receipt. Guest accounts should be updated on an on-going basis to minimise delays at check-out.</p> <p>Presentation of accounts ensuring that purchases are clearly detailed.</p> <p>Particular attention should be paid to accuracy.</p> <p>The VAT element of the account (where applicable) should be clearly identified.</p>	<p>The account should be well explained and well presented, perhaps in an envelope or folder.</p>
Porterage	<p>Luggage handling on arrival and departure a well practised and efficient procedure, with systems in place to ensure the minimum of delays.</p>	<p>Night porter available.</p>
Concierge	<p>Newspapers can be ordered and delivered to guest bedrooms, with concierge providing a number of additional services appropriate to the style and location of the establishment. Messages should be delivered promptly to guests or their bedrooms.</p> <p>Appropriate tourist, travel and local information available.</p>	<p>As four star.</p>
Restaurant Provision	<p>A restaurant need not be provided, so long as there are numerous alternatives within walking distance.</p> <p>If provided, and smoking is permitted, every effort should be made to ensure that non-smokers are not inconvenienced.</p>	<p>As four star.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Food and Beverage	<p>Staff demonstrating good levels of product knowledge and providing efficient service.</p> <p>Restaurant and/or room service staff showing a very good knowledge of available dishes, applying correct service methods, and able to prepare a range of drinks competently with a reasonable knowledge of wine.</p> <p>Particular attention should be given to personal hygiene.</p> <p>Unobtrusive, polite and courteous staff should provide a high standard of customer care</p>	As four star.
Alcoholic Drinks	<p>A wide selection of drinks to be available in a bar, lounge or via room service.</p> <p>Drinks should be available to residents and their guests throughout the day and evening.</p>	Staff should be highly skilled in the presentation and service of cocktails and mixed drinks.
Breakfast	<p>A cooked and/or continental breakfast to be provided in a restaurant, breakfast room, or via room service, and advertised as such.</p> <p>Buffet style is acceptable (buffet replenished on a regular basis).</p> <p>Breakfast should be served for a reasonable period (for example, not less than two hours, including a core time of 8am-9am).</p> <p>Where an additional charge is made for breakfast, the price should be clearly advertised.</p>	As four star.
Room Service - General	<p>Where a restaurant is not provided, room service should be provided, and provision should be made for room service meals to be eaten in comfort. The use of a dressing table or desk surface is acceptable.</p> <p>Room service provision with times of availability to be advertised and menus provided.</p>	<p>Room service to be provided.</p> <p>Provision for room service meals to be eaten in comfort; it may be necessary to provide a dining table or chairs or a trolley service.</p> <p>As four star.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

	4 Star Townhouse ★★☆☆	5 Star Townhouse ★★★★★ In addition to all the 4 star requirements
Room Service - General Continued	<p>Guests able to order without leaving the bedroom, normally by telephone or in-room order cards.</p> <p>Room service items well presented and served on a tray large enough to easily accommodate its contents.</p> <p>Service prompt and competent.</p> <p>There should be a procedure in place to arrange for the collection of trays or trolleys.</p>	<p>A formal mechanism for ordering room service, including menus provided in each bedroom and a dedicated room service staff.</p> <p>Presentation, whether by tray trolley or table, of the highest standard.</p> <p>Service provided promptly, knowledgeably and professionally.</p> <p>As four star.</p>
Room Service - Breakfast	Where a restaurant or breakfast room is not provided, room service of continental or cooked breakfast should be provided and advertised as such.	Room service of continental or cooked breakfast should be provided and advertised as such.
Room Service - Refreshments and Snacks	Where a restaurant and lounge service are not provided, room service of hot and cold drinks, refreshments and light snacks should be available day and evening and advertised.	Room service of hot and cold drinks, refreshments and light snacks should be available day and evening and advertised.
Room Service - Morning Calls	Early morning call must always be available. Guests should not be expected to set their own alarm call.	As four star.
Shoe Cleaning	Shoe cleaning facilities to be available and, if not already in the bedroom, advertised as such. Either a shoe cleaning service, a conveniently positioned machine or shoe cleaning materials.	In addition to any machine or materials provided, a shoe cleaning service should be available and advertised.
Laundry	<p>Laundry service available, details advertised.</p> <p>Iron and ironing board advertised as available, if not already provided in the bedroom, even if a trouser press is provided in room.</p>	Same day laundry service and dry cleaning service available.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

BEDROOMS

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
General Quality and Quietness	<p>Very good quality, with a superior standard of furnishings, fittings and decor.</p> <p>Unlikely to be equipped with self assembly, melamine topped or space saving furniture.</p> <p>Fixtures, fittings, furnishings and decor of a very good quality, as a minimum a good contract standard.</p> <p>High quality, professionally applied wall coverings with enhancements, where appropriate.</p> <p>Minimised noise levels with sound insulation provided by substantial doors and walls.</p>	<p>Excellent quality with a luxurious standard of furnishings, fittings and decor.</p> <p>Hard furnishings of the highest contract reproduction or antique quality probably with wood or glass tops. May well be additional items of furniture e.g. an occasional or coffee table.</p> <p>Soft furnishings of the best quality contract or designer standard with fittings possibly individually chosen to reflect the overall style of accommodation.</p> <p>Wall coverings of luxurious standard. Quality paintings, prints etc. appropriate to the style of operation.</p> <p>Internal and external noise levels absolutely minimal. Might be achieved by use of e.g. double glazing, excellent structural insulation and a spacious bedroom lobby area to reduce corridor noise.</p>
Housekeeping	<p>All bedrooms and bathrooms cleaned daily and checked to ensure a very high standard of cleanliness. Rooms should look clean and smell fresh. Particular attention should be given to rooms used by smokers.</p> <p>All beds made daily. Bed linen, including duvet covers, changed at least every two days and for each new guest.</p> <p>Where, as part of a company's environmental policy, guests are invited to agree to a less frequent change of linen, an exception will be made.</p> <p>Good practice procedure followed in keeping clean bedding off floors and ensuring that in-room crockery and glassware are washed hygienically.</p> <p>Monitoring procedure for reporting of broken/damaged items in need of replacement/repair.</p> <p>All walls, ceilings, pipes, ledges, equipment and fittings which are beyond reach from floor level cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, etc.</p>	<p>Bed linen including duvet covers changed every day. An evening turndown service normally provided.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Size and Space	<p>Bedrooms and bathrooms will be well proportioned, with sufficient free space in the bedroom for the provision of room service (where applicable).</p> <p>In assessing the acceptability of bedroom size, Inspectors will take account of useable space available around furnishings and fittings. There should be no restriction of free movement.</p> <p>Family rooms should be substantially more spacious.</p> <p>Doors and drawers should be fully openable. The ceiling height for the major part of the room should be sufficient for a person of 6ft to move around without stooping. Sloping eaves and roofs are acceptable providing these do not impinge on the major part of the room.</p>	<p>Bedrooms and bathrooms particularly spacious, allowing generous ease of movement, comfort and relaxation for guests.</p>
Bed Size, Quality and Access	<p>Minimum bed sizes (except children's beds) as follows:</p> <p>Single 190x90cm/6'3x3' Double 190x137cm/6'3x4'6</p> <p>A means of offering a choice of larger sizes e.g. queen and king. This could be achieved through the use of zip and link single beds.</p> <p>Very good quality beds (e.g. pocket sprung mattress and base) in very good condition with superior headboard attached or similar.</p> <p>Access from both sides of all double beds.</p>	<p>Single beds should exceed the 3ft minimum size.</p>
Bedding Quality	<p>High quality, co-ordinated, clean bedding in sufficient quantity, according to guests' needs.</p> <p>Normally, two sheets, two blankets per bed and two pillows per person in individual pillow cases as well as a quilt or third blanket, bedspread or equivalent as a minimum.</p> <p>Duvets are acceptable.</p> <p>Beds dressed to a very high standard; all bedding of a very high quality, co-ordinated and laundered to a very high standard.</p>	<p>Beds dressed to an excellent standard, perhaps with valances and scatter cushions; all bedding of an excellent quality e.g. Egyptian cotton co-ordinated and immaculately laundered.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

BEDROOMS

4 Star Townhouse ★ ★ ★ ★

5 Star Townhouse ★ ★ ★ ★ ★
In addition to all the 4 star requirements

Bedding Quality Continued

A mattress protector for each bed. Plastic or rubber mattress protectors are not acceptable (except for use in children's beds).

Spare pillows, blankets and non-allergenic pillows should be available on request.

Freshly laundered linen. Stained, torn or worn items are unacceptable.

Any additional bedding provided in guest rooms should be clean and fresh, preferably wrapped.

Heating

Individually controlled thermostatic heating, operable 24 hours. Bedrooms adequately heated in anticipation of an arriving guest.

Every effort should be made to provide air conditioning.

Lighting

Bedrooms and bathrooms should be very well lit.

A light to be controlled from the door and bed.

Bedside reading light for and controllable by each person, in addition to a light controlled from the door.

Twin beds may share a bedside light.

As guidance, an overall lighting level of at least 160 watts for a single room and 220 watts for a double room.

Illumination may look impressive but fail to provide suitable levels for practical use. Position and effectiveness are the most important considerations, and these should be particularly good.

All bulbs, unless decorative, should have a shade or cover.

Room lighting should be controllable from the bedside.

Likely to be additional lighting provided e.g. armchair reading light, wardrobe lighting or night lamp.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Windows	<p>There should be at least one window with natural light and adequate ventilation.</p> <p>In some cases, it may be acceptable for the bedroom to overlook a large internal atrium which is naturally illuminated.</p> <p>Windows will provide good levels of lighting within the bedroom.</p> <p>Ground floor windows should provide security when opened.</p> <p>Well fitted windows, easy to open (and remain open) and shut, except where air conditioning is provided.</p>	<p>As four star.</p>
Curtains	<p>Very good quality lined curtains, blinds or shutters should be provided on all windows including glass panels to doors, fanlights and sky light windows to afford both privacy and exclusion of light. Applies also to bathrooms, shower rooms and toilets.</p> <p>Where bedrooms are located on the ground floor, additional privacy in the form of a net curtain or blind.</p> <p>All window coverings should be properly fitted or hung, with particular attention given to ease of use.</p> <p>Where curtain materials are used, they should be substantial, fully lined and of a contract quality. There will be ample drape and width.</p>	<p>Excellent quality window dressing denoting a degree of luxury with features such as good use of interlining, swags tails etc. appropriate to style.</p>
Flooring	<p>Very good quality flooring will be hard wearing and will co-ordinate with surrounding fabrics and soft furnishings.</p> <p>May be carpet or well finished hard flooring with rugs.</p> <p>All flooring should be properly and well fitted.</p>	<p>Flooring most likely to be excellent quality hotel standard contract carpeting, very comfortable under foot or uncovered, well presented and polished boards with high quality woven rugs</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

BEDROOMS

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Dressing Table	<p>Dressing or writing table provided with kneehole, mirror adjacent and sufficient free space for practical use.</p> <p>Light intensity should be very good; a conveniently positioned spare 13 amp power socket provided.</p> <p>Lighting will be provided specifically to illuminate the area.</p>	As four star.
Mirror	Full length mirror, of a size and in a position to enable guests to see themselves from head to toe.	As four star.
Tables	<p>A bedside table or equivalent provided for each person.</p> <p>Shelves are not acceptable.</p>	Occasional or dining tables, where used for room service, should be at an appropriate height from which to eat.
Clothes Storage	<p>A wardrobe or clothes hanging space with sufficient good quality hangers per person. An alcove is acceptable only if located in entrance hall or lobby.</p> <p>Adequate drawer or shelf space.</p> <p>Drawers should run freely and should be lined or have a wipeable interior surface.</p> <p>Wire hangers are not acceptable. A wide range of hangers provided, suitable for all types of clothing.</p> <p>The amount of clothes storage provided should be commensurate with the average length of guest's stay.</p>	A fully fitted or free standing wardrobe probably with integral lighting.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Seating	<p>Single:</p> <p>One easy chair</p> <p>Double/twin: Ideally, two easy chairs. However, the provision of a substantial chair at the writing desk in addition to one easy chair may be acceptable. Stools are not acceptable.</p> <p>Fabrics of a very good quality co-ordinated. Cushions may be provided.</p>	<p>Seating, where used for room service eating, should be of an appropriate style and height.</p>
Hot Beverages	<p>Tea/coffee making facilities should be provided in bedrooms, unless an advertised 24 hour room service is available.</p> <p>Where service only is provided, the availability of a hospitality tray, at no extra charge, must be advertised to guests.</p> <p>Fresh milk should be available on request and consumables should be kept wrapped or in lidded containers.</p> <p>Where provided, a good range of high quality facilities and a high standard of presentation.</p> <p>Guests should not be expected to operate kettles at floor level.</p>	<p>As four star.</p>
Televisions	<p>Colour TV with remote control provided in every bedroom, at no extra cost.</p> <p>Attention should be given to ensuring that all available channels are properly tuned in.</p>	<p>Televisions with generously sized screens, possibly enclosed in a cabinet.</p> <p>Satellite or cable and/or video channels provided.</p>
Radios	<p>Radio to be provided in each bedroom, giving a choice of several channels.</p> <p>May be part of the TV installation.</p> <p>Attention should be given to ensuring that all available channels are properly tuned in.</p> <p>Where clock radios are provided, instructions for use should be provided.</p>	<p>As four star.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

BEDROOMS

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Telephones (See also Telephones under Public Areas)	Direct dial telephone, notepad with pen or pencil to be provided. Rate card required in bedrooms to illustrate typical charges. All in-room phones should display the hotel telephone number, together with the extension or bedroom number.	Direct dial telephone at both bedside and writing desk. A comprehensive telephone system provided - guests should be able to contact main departments without recourse to the switchboard. Additional fax and computer points may well be provided.
Writing Materials	Writing materials including pen and stationery, well presented normally in a folder or rack.	Writing materials including stationery, will be particularly well presented and may well include additional items such as postcards or facsimile sheets.
Hairdryer	A hairdryer should be provided in each bedroom.	As four star.
Suites	N/A	At least one suite should be available. A suite must consist of three separate rooms, lounge, bedroom and bathroom.
Miscellaneous	A luggage stand provided. A waste paper container (non-flammable if smoking permitted). An ashtray (where smoking permitted). A drinking tumbler per guest. Should be clear glass. Separate conveniently situated power sockets to allow for the safe use of each electrical appliance. Services and facilities must be advertised in all bedrooms in a room information folder or other appropriate means. Do not disturb sign to be provided.	As four star.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

EN-SUITES

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
Provision	<p>100% of bedrooms to have en-suite bath or shower and WC.</p> <p>An en-suite facility is one in which the bath/shower, wash basin and WC are situated in separate rooms within the overall guest room area.</p>	<p>100% of bedrooms to have en-suite bath fitted with an overhead shower and WC. A quality hand held flexible shower attachment is acceptable provided it can be secured above head height for hands free use.</p>
General Quality	<p>All bathrooms or shower rooms equipped to a very good standard.</p> <p>Facilities reasonably spacious, with ample shelf space and fitted and decorated with good quality (e.g. tiled walls and well fitted flooring).</p> <p>Hot water for bathing at all times.</p> <p>Ample sized baths and showers providing a strong and simply adjusted flow and temperature of water with no temperature fluctuations.</p> <p>Any shower facility provided must be part of a self contained room, not in the bedroom itself.</p> <p>Showers, preferably thermostatically controlled, providing a strong and easily adjustable flow of water. Good quality shower curtains.</p> <p>Particular attention given to cleanliness, including that of extractor fans to maintenance and lighting levels.</p>	<p>All bathrooms equipped to an excellent standard.</p> <p>Facilities ample in size, with a matching suite of high quality and sufficient free, flat surfaces. Decor commensurate in quality with the bedroom, possibly fully fitted and maybe marbled. Enhancements might include additional hand held shower fixtures, separate shower cabinets or bidets.</p>
Bathroom Equipment	<p>Lidded WC, toilet paper, holder and spare, plus sanitary disposal bin.</p> <p>Hook for clothes.</p> <p>Covered light.</p> <p>Non slip surface or mat provided for use in baths or showers.</p> <p>A towel rail where no heated towel rail is provided.</p>	

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

EN-SUITES

	4 Star Townhouse ★★☆☆	5 Star Townhouse ★★★★★ In addition to all the 4 star requirements
Washing Facilities	<p>Clean hand and bath towels and bathmats should be provided for each new guest, changed daily.</p> <p>Generously sized, good quality, matching, absorbent, cotton towels, smelling fresh and clean.</p> <p>NB: Where, as part of an hotel's environmental policy, guests are invited to and agree to a less frequent change of towels, an exception will be made.</p> <p>A range of high quality guest toiletries.</p>	<p>Bath sheets and bath robes to be provided. Highest quality absorbent cotton towels and robes in excellent condition.</p> <p>A range of luxury guest toiletries.</p>
Wash Basins	<p>A full sized wash basin, situated within the en-suite bathroom.</p> <p>A mirror with very good lighting, situated above or adjacent to the wash basin, with conveniently located electric shaver point with voltage stated.</p>	<p>As four star.</p>
FOOD QUALITY		
General	<p>Where a restaurant is provided, evidence of fresh foods being used, with good technical skills. Particular attention given to food quality rather than extensive menus.</p> <p>At least one vegetarian option available at each meal.</p>	<p>Where a restaurant is provided, very enjoyable cuisine prepared entirely from high quality fresh raw ingredients should be served.</p>
Breakfast	<p>A good range of hot and cold items, together with a choice of good quality accompaniments (e.g. jams, marmalades, ground and decaffeinated coffee, teas, etc.).</p> <p>If continental breakfast only is provided, it should be of high quality. For example, fresh squeezed juices, ground coffee, superior pastries, fresh fruit, cold meats and cheeses.</p> <p>All hot foods should be well cooked and presented, grease-free and served at the correct temperature.</p> <p>Care should be taken to ensure that juices are chilled, toast is crisp and coffee is freshly made.</p>	<p>As four star.</p>
Room Service	<p>Where provided, all food of a good quality, freshly prepared and served at the correct temperature.</p>	<p>As four star.</p>

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

PUBLIC AREAS

	4 Star Townhouse ★ ★ ★ ★	5 Star Townhouse ★ ★ ★ ★ ★ In addition to all the 4 star requirements
General	<p>Public areas may be limited in range, but whatever is provided will be sophisticated in style.</p> <p>Furnishings, fittings and decor of a very high quality, and in good condition.</p>	As four star.
Reception	<p>A clearly designated reception area within a well decorated and furnished foyer or entrance hall.</p> <p>A formal desk, table or counter, with a bell provided to summon attention when receptionist is not present.</p>	As four star.
Guests Access (See also Safety and Security)	<p>Once registered, residents should have access to the establishment at all times. It is acceptable for a front door key or security code to be issued.</p> <p>Proprietor and/or staff available day and evening to receive guests and deal with prospective guests.</p>	Management and/or staff on duty 24 hours.
Restaurants	<p>If a restaurant is provided, individual tables available for each guest or party.</p> <p>Regardless of style, it should be appointed to a very good decorative standard, with very good quality tableware.</p>	Restaurant, whatever its style, appointed to the highest decorative standard, with best quality tableware and comfortable seating.
Heating	Provide an adequate level of heating in all public areas.	As four star.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

4 Star Townhouse ★ ★ ★ ★

5 Star Townhouse ★ ★ ★ ★ ★

In addition to all the 4 star requirements

Corridors and Staircases

Corridors and stairs should be in good repair and free from obstruction, permanently lit (if possibly natural lighting during the daytime).

Corridors may well be narrow, possibly on a number of different levels within one floor, but nevertheless well furnished and decorated.

Clear directional signage to bedrooms and reception.

Particular attention will be given to the maintenance of door handles, numbers, brassware and glass panels.

As four star.

Lifts

A lift is required if in order to reach the bedroom from the ground floor a guest must ascend or descend more than two inter-floor stairways.

Possible dispensation in the case of architecturally listed properties and in older buildings where it can be shown that fitting a lift is impractical or unacceptable to planning authorities.

As four star.

Telephones

Where public areas are available for the use of non-residents, a payphone should be provided.

A small table top unit in the public areas will suffice.

Enclosed booths or rooms, where provided, should be designated no smoking.

As four star.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

GENERAL

	4 Star Townhouse ★★☆☆	5 Star Townhouse ★★★★★ In addition to all the 4 star requirements
Statutory Obligations	<p>To fulfil the statutory obligations, where applicable, including:</p> <ul style="list-style-type: none"> Hotel Proprietors Act Trade Descriptions Fire Precautions Price Display Orders Food Safety Licensing Health and Safety Disability Discrimination <p>Proprietors may be asked to provide evidence that Public Liability cover is being maintained and that the above requirements are being fulfilled.</p>	As four star.
Safety and Security	<p>Emergency procedure notices should be multi-lingual. The use of symbols or diagrams is acceptable.</p> <p>In addition there must be printed details of how to summon assistance in the event of an emergency at night.</p> <p>Provide adequate measures for the security of guests and their property. There should be means of securing bedroom doors from the inside and out, and a key provided.</p> <p>When, during a guest's stay, a bedroom key is issued, or a change made to account, the transaction should be made discreetly to ensure guest security.</p> <p>In the interests of safety, an escort to bedrooms should be provided for guests if especially requested.</p> <p>Management and/or staff to be on call to resident guests 24 hours a day.</p> <p>Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Car parks, where provided, should be well lit, signed and clearly defined.</p> <p>Particular attention should be given to the safety and security of guests occupying ground floor accommodation and to external paths and walkways to and from bedrooms.</p>	As four star.

1. REQUIREMENTS FOR A TOWNHOUSE ACCOMMODATION

4 Star Townhouse ★ ★ ★ ★

5 Star Townhouse ★ ★ ★ ★ ★

In addition to all the 4 star requirements

Annexes

Where an establishment has an annexe, the facilities provided in the annexe will be taken into account in determining the rating for the establishment as a whole. Visitors must be advised at the time of booking and subsequently if any change, if the accommodation offered is in an unconnected annexe, or has separate external access, and to indicate the location of such accommodation.

Annexe accommodation may be found in a separate unit or in units within the grounds or within easy walking distance of the main building.

As four star.

Opening

Establishments should be fully open for 7 days a week throughout the year. Exceptional cases will be considered on their own merit.

As four star.

Number of Bedrooms

There should normally be a minimum of six and a maximum of 50 letting bedroom. Exceptional cases will be considered on their own merit.

As four star.

Licence

As a minimum, a current residential liquor licence or equivalent.

As four star.

QUALITY STANDARD FOR TRAVEL ACCOMMODATION

QUALITY STANDARD FOR TRAVEL ACCOMMODATION

Introduction

This section contains rating requirements for the quality standard for Travel Accommodation.

Travel Accommodation establishments cater especially for the motorist with parking close by for each bedroom/accommodation unit and they may or may not provide meals. The establishments are most often located next to a motorway/roadside restaurant or public house style operation.

Assessments for the Travel Accommodation Standard

Travel Accommodation will be rated against a set of minimum requirements and will not be awarded a Star rating. The designator 'Travel Accommodation' will appear on all relevant external signage produced by the ETC.

Assessments for Travel Accommodation will be a combination of overnight (incognito) visits and day visits, for which an appointment will be made.

CONTENTS FOR TRAVEL ACCOMMODATION

1 GENERAL	78	EN-SUITES	
CLEANLINESS	78	Provision	84
SERVICE		General Quality	84
General	78	Equipment	84
Reception	78	Washing Facilities	84
Reservation and prices	78	Wash basins	84
Reservations and prices continued	79	FOOD QUALITY	
Guest check-out	79	Breakfast	85
Restaurant Provision	79	PUBLIC AREAS	
Food & Beverage	79	General	85
Breakfast	79	Reception	85
Lunch and Dinner Availability	79	Guests' Access (See also Safety and Security)	85
Morning calls	79	Restaurant or Food Outlet	85
BEDROOMS		Heating	85
General Quality and Quietness	80	Corridors and Staircases	85
Housekeeping	80	Lifts	85
Size and Space	80	Telephones	85
Bedsizes, Quality and Access	80	GENERAL	
Heating	81	Statutory Obligations	86
Lighting	81	Safety and Security	86
Windows	81	Maintenance	87
Curtains	81	Annexes	87
Flooring	81	Opening	87
Dressing Table	82	Minimum number of bedrooms	87
Mirror	82		
Tables	82		
Clothes Storage	82		
Seating	82		
Hot Beverages	82		
TV	82		
Radio	82		
Telephones	83		
Miscellaneous	83		

1.

REQUIREMENTS FOR TRAVEL ACCOMMODATION

GENERAL

These establishments provide useful and comfortable accommodation for an overnight stay. They are normally found close to main roads or motorways, but could also include city centre locations. Limited public areas, but well equipped, good quality en suite bedrooms are provided. There may be a limited range of facilities, including food and beverage provision.

CLEANLINESS

Achieve and maintain a high standard of cleanliness throughout the property.

Particular attention should be given to bathrooms, shower rooms, toilets, and aspects that involve direct guest contact.

These include:

- bedding, linen, and towels
- baths, showers, washbasins and WCs
- flooring and seating
- crockery, cutlery, and glassware.

SERVICE

General

All guests should be greeted and acknowledged in a friendly, efficient, and courteous manner.

Management and staff at this level will be smartly and professionally presented, normally uniformed, and service should be competent and efficient.

All enquiries, requests, reservations, correspondence and complaints from visitors should be dealt with promptly.

Where applicable, incoming telephone calls to resident guests should be handled in a professional and discreet manner.

Reception

Staff available to receive guests during, as a minimum, a period from late afternoon to early morning.

This function might be carried out by any competent member of the management or staff.

As a minimum, guests should be directed to their room, or provided with clear signage.

Direct guest contact should be given priority over other reception duties. As reception is likely to be the guest's first and last point of contact, special attention should be given to providing a good standard of customer care

Reservations and prices

Easy, efficient booking service.

Prospective visitors told clearly about what is included in the prices quoted for accommodation, including service charge, taxes, and other surcharges. Additionally, prospective visitors should be advised of opening times, major refurbishment work in progress, and availability of meals and refreshments.

Clear explanation of charges, including cancellation policy, if any, for additional services or facilities available.

Prospective guests left confident that their booking was recorded accurately. A good first impression is critical.

As a minimum, name, address, and/or contact telephone number recorded at the time of booking.

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

Reservations and prices continued	<p>Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional, and helpful.</p> <p>There will be a dedicated reservations department and efficient formal procedures in place; bookings handled in a friendly and courteous manner.</p>
Guest check-out	<p>Provide each guest with details of payment due and a receipt. This process may well take place at the time of guests' arrival.</p> <p>Presentation of accounts ensuring that purchases are clearly detailed.</p> <p>Particular attention should be paid to accuracy.</p> <p>The VAT element of the account (where applicable) should be clearly identified.</p> <p>Provision should be made for payment to be acceptable by cash, cheque, or credit/debit card.</p>
Restaurant Provision	<p>At least one restaurant or food outlet on site. Possible dispensation in the case of town or city centre properties.</p> <p>Where smoking is permitted, every effort should be made to ensure that non-smokers are not inconvenienced.</p>
Food & Beverage	<p>Staff should demonstrate adequate levels of product knowledge and provide efficient service.</p> <p>Staff should be provided in sufficient numbers to ensure prompt service at all meals.</p> <p>Particular attention should be given to personal hygiene.</p> <p>Unobtrusive, polite, and courteous staff should provide a good standard of customer care.</p>
Breakfast	<p>A continental and/or cooked breakfast to be provided in a restaurant, food outlet, or via room service, and advertised as such.</p> <p>Buffet style is acceptable (buffet replenished on a regular basis).</p> <p>Where breakfast is served in a restaurant or food outlet, a menu provided, with breakfast available to non-residents. The price should be clearly displayed.</p> <p>Breakfast should be served for a reasonable period (For example, not less than two hours, including a core time of 8am - 9am).</p>
Lunch and Dinner Availability	<p>Provision of hot and cold meals at lunch and dinner for both residents and non-residents in a restaurant or food outlet. Pub and fast food operations are acceptable. Possible dispensation in the case of town or city centre properties.</p>
Morning calls	<p>Early morning call on request (or a means by which guests can set their own alarm e.g. clock, telephone, television, etc.)</p>

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

BEDROOMS

General Quality and Quietness	<p>Good quality, with furnishings, fittings, and decor generally matched and well co-ordinated.</p> <p>Substantial, contract quality fixtures, fittings, furniture, and decor.</p> <p>Decor may be functional - brickwork, woodchip, or painted walls are examples.</p> <p>Every effort will be made to minimise noise levels (e.g. traffic noise, noisy extractor fans, etc.).</p> <p>There will normally be bedrooms dedicated for the use of non-smokers.</p>
Housekeeping	<p>All bedrooms and bathrooms cleaned daily and checked to ensure a very high standard of cleanliness. Rooms should look clean and smell fresh. Particular attention should be given to rooms used by smokers.</p> <p>All beds made daily. Bed linen, including duvet covers, changed at least every three days and for each new guest.</p> <p>Where, as part of a company's environmental policy, guests are invited to agree to a less frequent change of linen, an exception will be made.</p> <p>Good practice procedure followed in keeping clean bedding off floors and in ensuring that in-room crockery and glassware are washed hygienically.</p> <p>Monitoring procedure for reporting of broken/damaged items in need of replacement/repair.</p> <p>All walls, ceilings, pipes, ledges, equipment and fittings which are beyond reach from floor level cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease, and marks.</p>
Size and Space	<p>Minimum bed sizes (except spare/children's beds) as follows:</p> <p>Single. 190x90cm / 6'3x3'</p> <p>Double 190x137cm / 6'3x4'6</p> <p>All beds to be of sound condition, with sound base and sprung interior, foam or similar quality, modern, comfortable mattress, having secure headboard or equivalent.</p> <p>Access from both sides of all double beds.</p>
Bed size, Quality and Access	<p>Good quality, co-ordinated, clean bedding in sufficient quantity, according to guests' needs.</p> <p>Normally, two sheets, two blankets per bed and two pillows per person in individual pillow cases as well as a quilt or third blanket, bedspread or equivalent as a minimum.</p> <p>Duvets are acceptable. 100% man-made fibre sheets are unacceptable.</p> <p>A mattress protector for each bed. Plastic or rubber mattress protectors are not acceptable (except for use in children's beds)</p> <p>Spare pillows, blankets, and non-allergenic pillows should be available on request.</p> <p>Freshly laundered linen. Stained, torn, or worn items are unacceptable.</p> <p>Any additional bedding provided in guest rooms should be clean and fresh, preferably wrapped.</p>

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

Heating	<p>Individually controlled thermostatic heating, preferably operable 24 hours.</p> <p>Where central heating is provided, but is not operable 24 hours, extra heating must be readily available.</p> <p>Bedrooms adequately heated in anticipation of an arriving guest.</p>
Lighting	<p>Bedrooms and bathrooms should be well lit.</p> <p>A light to be controlled from the door and bed.</p> <p>Bedside reading light for and controllable by each person, in addition to a light controlled from the door.</p> <p>Twin beds may share a bedside light.</p> <p>As guidance, an overall lighting level of at least 160 watts for a single room and 220 watts for a double room.</p> <p>Illumination may look impressive but fail to provide suitable levels for practical use. Position and effectiveness are the most important considerations.</p> <p>All bulbs, unless decorative, should have a shade or cover</p>
Windows	<p>There should be at least one window with natural light and adequate ventilation.</p> <p>In some cases it may be acceptable for the bedroom to overlook a large internal atrium which is naturally illuminated.</p> <p>Windows will provide good levels of lighting within the bedroom.</p> <p>Ground floor windows should provide security when opened.</p> <p>Well fitted windows, easy to open (and remain open) and shut, except where air conditioning is provided.</p>
Curtains	<p>Good quality lined curtains, blinds or shutters should be provided on all windows including glass panels to doors, fanlights, and sky light windows to afford both privacy and exclusion of light. Applies also to bathrooms, shower rooms, and toilets.</p> <p>Where bedrooms are located on the ground floor, additional privacy in the form of a net curtain or blind.</p> <p>All window coverings should be properly fitted or hung.</p> <p>Where curtain materials are used, they should be substantial, fully lined, and of a contract quality. There will be ample drape and width.</p>
Flooring	<p>Flooring will be hard wearing, and will co-ordinate with surrounding fabrics and soft furnishings.</p> <p>May be carpets, carpet tiles, or well finished hard flooring with rugs.</p> <p>All flooring should be properly and well fitted.</p>

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

Dressing table	<p>Dressing/writing table or workstation provided with knee-hole.</p> <p>Light intensity should be good; a conveniently positioned spare 13 amp power socket provided.</p> <p>Lighting will be provided specifically to illuminate the area; mirror adjacent.</p>
Mirror	<p>Full length mirror, of a size and in a position to enable guests to see themselves from head to toe.</p>
Tables	<p>A bedside table or equivalent provided for each person although twin beds may share a bedside table.</p>
Clothes Storage	<p>A wardrobe or clothes hanging space with sufficient good quality hangers per person. An alcove is acceptable but hooks on walls or behind doors are not.</p> <p>Adequate drawer or shelf space.</p> <p>Drawers should run freely, and should be lined or have a wipeable interior surface.</p> <p>Wire hangers are not acceptable.</p> <p>The amount of clothes storage provided should be commensurate with the style of operation.</p>
Seating	<p>Single: One chair</p> <p>Double/twin: Two chairs, or one chair and one stool.</p> <p>Chairs should be upholstered on seat and back with or without arms, with some co-ordination with surrounding fabrics and soft furnishings.</p> <p>The seating provided will be appropriate to the style and size of the bedroom. Bed settees or sofas are acceptable forms of seating.</p>
Hot Beverages	<p>Tea/coffee making facilities should be provided in bedrooms at no extra charge.</p> <p>Consumables should be kept wrapped or in lidded containers.</p> <p>Guests should not be expected to operate kettles at floor level.</p>
TV	<p>Colour TV with remote control provided in every bedroom, at no extra cost.</p> <p>Televisions provided in bedrooms may be small, and might be mounted on a wall bracket.</p> <p>Attention should be given to ensuring that all available channels are properly tuned in</p>
Radio	<p>Radio to be provided in each bedroom.</p> <p>May be part of the TV installation.</p> <p>Attention should be given to ensuring that all available channels are properly tuned in</p> <p>Where clock radios are provided, instructions for use should be provided.</p>

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

Telephones (See also Telephones under PUBLIC AREAS)

Bedroom telephones optional.

Where facilities are provided, establishments should provide a card in bedrooms to illustrate typical charges.

Where bedroom telephones are provided, need not be direct dial.

All in room phones should display the hotel telephone number, together with the extension or bedroom number

Miscellaneous

A raised surface, other than bed or chair, or luggage rack to be used for unpacking luggage.

A waste paper container (non-flammable if smoking permitted).

An ashtray (where smoking permitted).

A drinking tumbler per guest. This should be clear glass or scratchless plastic or wrapped disposable.

Sufficient conveniently situated power sockets to allow for the safe use of all provided electrical equipment. Power adapters are acceptable, but not overloaded.

Services and facilities must be advertised in all bedrooms in a room information folder or other appropriate means.

Do not disturb sign to be provided.

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

EN-SUITES

Provision	<p>100% of bedrooms to have en-suite bath or shower and WC.</p> <p>An en-suite facility is one in which the bath/shower, wash basin and WC are situated in separate room(s) within the overall guest room area.</p>
General Quality	<p>All bathrooms or shower rooms equipped to a good standard.</p> <p>Facilities reasonably spacious, with adequate shelf space and fitted and decorated with good quality (e.g. tiled walls and well fitted flooring).</p> <p>Hot water for bathing at all reasonable times.</p> <p>Any shower facility provided must be part of a self contained room, not in the bedroom itself.</p> <p>Showers, preferably thermostatically controlled, providing a strong and easily adjustable flow of water. Good quality shower curtains.</p> <p>Particular attention given to cleanliness, including that of extractor fans, to maintenance, and lighting levels.</p>
Equipment	<p>All bathrooms or shower rooms should be equipped to an acceptable standard, with:</p> <p>Adequate heating and ventilation</p> <p>Where appropriate, windows to be fitted with curtains, blinds, or shutters to ensure privacy</p> <p>Bath or shower, washbasin and mirror</p> <p>Soap. Soap dispenser/s acceptable.</p> <p>Bath mat (towelling or paper)</p> <p>Lidded WC, toilet paper, holder, and spare, plus sanitary disposal bin</p> <p>Hook for clothes</p> <p>Covered light</p> <p>Non slip surface or mat provided for use in bath or showers</p>
Washing Facilities	<p>Clean hand and bath towels and bathmats should be provided for each new guest, changed daily.</p> <p>Towels should be cotton, absorbent, and matching, and should smell fresh and clean</p> <p>N.B. Where, as part of an hotel's environmental policy, guests are invited to and agree to a less frequent change of towels, an excusal will be made.</p> <p>Fresh soap to be provided for each new letting. Where liquid soap dispensers are provided, particular attention needs to be paid to their cleanliness and hygiene.</p>
Wash basins	<p>A wash basin (with a minimum internal measurement of 36 x 24cm / 14' x 9.5' with hot and cold running water available at all times, situated within the en-suite facility.</p> <p>A mirror with good lighting, situated above or adjacent to the wash basin, with conveniently located electric shaver point, with voltage stated.</p> <p>A towel rail or equivalent.</p>

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

FOOD QUALITY

Breakfast	<p>A good range of hot and cold items, together with a choice of good quality accompaniments (e.g. jams, marmalades, ground and decaffeinated coffee, teas, etc.)</p> <p>All hot foods should be well cooked and presented, grease-free, and served at the correct temperature.</p> <p>Care should be taken to ensure that juices are chilled, toast is crisp, and coffee is freshly made.</p>
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PUBLIC AREAS

General	<p>There may be limited or no public areas, but those provided should create a welcoming environment with decorative enhancements.</p>
Reception	<p>There will be a well decorated, dedicated reception area with desk, counter, or table.</p> <p>A bell, or similar, should be provided to summon attention when receptionist is not present</p>
Guests' Access (See also Safety and Security)	<p>Once registered, residents should have access to the establishment at all times. It is acceptable for a front door key or security code to be issued.</p>
Restaurant or Food Outlet	<p>Individual tables for each guest or party.</p> <p>Surroundings may be functional, with hard seating, matching but standard crockery, cutlery and glassware, disposable tablecloths and napkins.</p> <p>Tables possibly set close together, but of an appropriate height for comfortable dining.</p>
Heating	<p>Provide an adequate level of heating in all public areas.</p>
Corridors and Staircases	<p>Corridors and stairs should be in good repair, and free from obstruction, permanently lit (possibly natural lighting during the daytime).</p> <p>Clear directional signage to bedrooms and reception.</p> <p>Particular attention will be given to the maintenance of door handles, numbers, brassware, and glass panels.</p>
Lifts	<p>A lift is required if in order to reach the bedroom from the ground floor a guest must ascend or descend more than three inter-floor stairways.</p>
Telephones	<p>Payphone to be provided, unless direct dial facilities for making calls from bedrooms are available 24 hours.</p> <p>A small table top unit in the public areas will suffice.</p> <p>Enclosed booths or rooms, where provided, should be designated no smoking</p>

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

GENERAL

Statutory Obligations

To fulfil the statutory obligations, where applicable, including:

Hotel Proprietors Act

Trade Descriptions

Fire Precautions

Price Display Orders

Food Safety

Licensing

Health and Safety

Disability Discrimination

Proprietors may be asked to provide evidence that Public Liability cover is being maintained and that the above requirements are being fulfilled.

Safety and Security

Maintain a high degree of general safety and security, including information on procedures in the event of an emergency.

Emergency procedure notices should be multi-lingual. The use of symbols or diagrams is acceptable.

In addition there must be printed details of how to summon assistance in the event of an emergency at night.

Provide adequate measures for the security of guests and their property. There should be means of securing bedroom doors from inside and out, and a key provided.

When, during a guest's stay, a bedroom key is issued, or a charge made to account, the transaction should be made discreetly to ensure guest security.

In the interests of safety, an escort to bedrooms should be provided for guests if especially requested.

Management and/or staff to be on call to resident guests 24 hours a day.

Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Car parks, where provided, should be well lit, signed, and clearly defined.

Particular attention should be given to the safety and security of guests occupying ground floor accommodation, and to external paths and walkways to and from bedrooms.

1. REQUIREMENTS FOR TRAVEL ACCOMMODATION

Maintenance	<p>Buildings, their fixtures, furnishings, fittings and exterior and interior decor must be maintained in a sound condition and must be fit for the purpose intended.</p> <p>Grounds, gardens, and car parks, where provided, should be well maintained and kept tidy.</p> <p>All electrical equipment should be in good working order and regularly serviced to ensure guests safety.</p> <p>Normal wear and tear is expected, and is acceptable.</p>
Annexes	<p>Where an establishment has an annexe, the facilities provided in the annexe will be taken into account in determining the rating for the establishment as a whole. Visitors must be advised at the time of booking and subsequently if any change, if the accommodation offered, is in an unconnected annexe, or has separate external access, and to indicate the location of such accommodation.</p> <p>Annexe accommodation may be found in a separate unit or in units within the grounds or within easy walking distance of the main building.</p>
Opening	<p>Establishments should be fully open for 7 days each week throughout the year, with the possible exception of Christmas and New Year.</p>
Minimum numbers of bedrooms	<p>There should normally be a minimum of twenty letting bedrooms.</p>

REGIONAL TOURIST BOARDS

Cumbria

Cumbria Tourist Board
Ashleigh
Holly Road
Windermere LA23 2AQ
Tel: (015394) 44444
Fax: (015394) 44041

Cheshire, Greater Manchester, Lancashire, Merseyside

North West Tourist Board
Swan House
Swan Meadow Road
Wigan Pier
Wigan WN3 5BB
Tel: (01942) 821 222
Fax: (01942) 820 002

Cleveland, Durham, Northumberland, Tyne and Wear

Northumbria Tourist Board
Ayckley Heads
Durham City
Durham DH1 5UX
Tel: (0191) 375 3000
Fax: (0191) 386 0899

Yorkshire

Yorkshire Tourist Board
312 Tadcaster Road
York YO24 1GS
Tel: (01904) 702 000
Fax: (01904) 701 414

For all enquiries about the accommodation schemes in these areas contact:

Quality Assurance Unit, 312 Tadcaster Road, York YO24 1GS
Tel: (01904) 702 000 Fax: (01904) 701 414

Greater London

London Tourist Board and Convention Bureau
6th Floor, Glen House
Stag Place
London SW1E 5LT
Tel: (020) 7932 2000
Fax: (020) 7932 0222

Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, Suffolk

East of England Tourist Board
Toppesfield Hall
Hadleigh
Suffolk IP7 5DN
Tel: (01473) 822 922
Fax: (01473) 823 063

For all enquiries about the accommodation schemes in these areas contact:

East of England Tourist Board, Toppesfield Hall, Hadleigh, Suffolk IP7 5DN
Tel: (01473) 822 922 Fax: (01473) 823 063

Berkshire, Buckinghamshire, East Dorset, Hampshire, Oxfordshire and the Isle of Wight

Southern Tourist Board
40 Chamberlayne Road
Eastleigh
Hampshire SO50 5JH
Tel: (023) 8065 2000
Fax: (023) 8061 0286

East Sussex, Kent, Surrey, West Sussex

South East England Tourist Board
The Old Brew House
Warwick Park
Tunbridge Wells
Kent TN2 5TU
Tel: (01892) 540 766
Fax: (01892) 511 008

For all enquiries about the accommodation schemes in these areas contact:

The Area Accommodation Unit, Southern Tourist Board,
40 Chamberlayne Road, Eastleigh, Hampshire SO50 5JH
Tel: (023) 8065 2000 Fax: (023) 8061 0286

Derbyshire, Gloucestershire, Hereford & Worcester, Leicestershire, Lincolnshire, Nottinghamshire, Northamptonshire, Shropshire, Staffordshire, Warwickshire, West Midlands

For all enquiries about the accommodation
schemes in this area contact
Heart of England Tourist Board
Larkhill Road
Worcester WR5 2EF
Tel: (01905) 763 436
Fax: (01905) 763 450

Bath, Cornwall, North Somerset, Devon, North East Somerset, West Dorset, Wiltshire and the Isles of Scilly

For all enquiries about the accommodation
schemes in this area contact
South West Tourism
Woodwater Park
Pynes Hill
Exeter EX2 5WT
Tel: (0870) 442 0830
Fax: (0870) 442 0840

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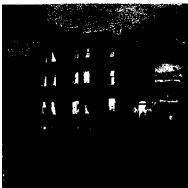
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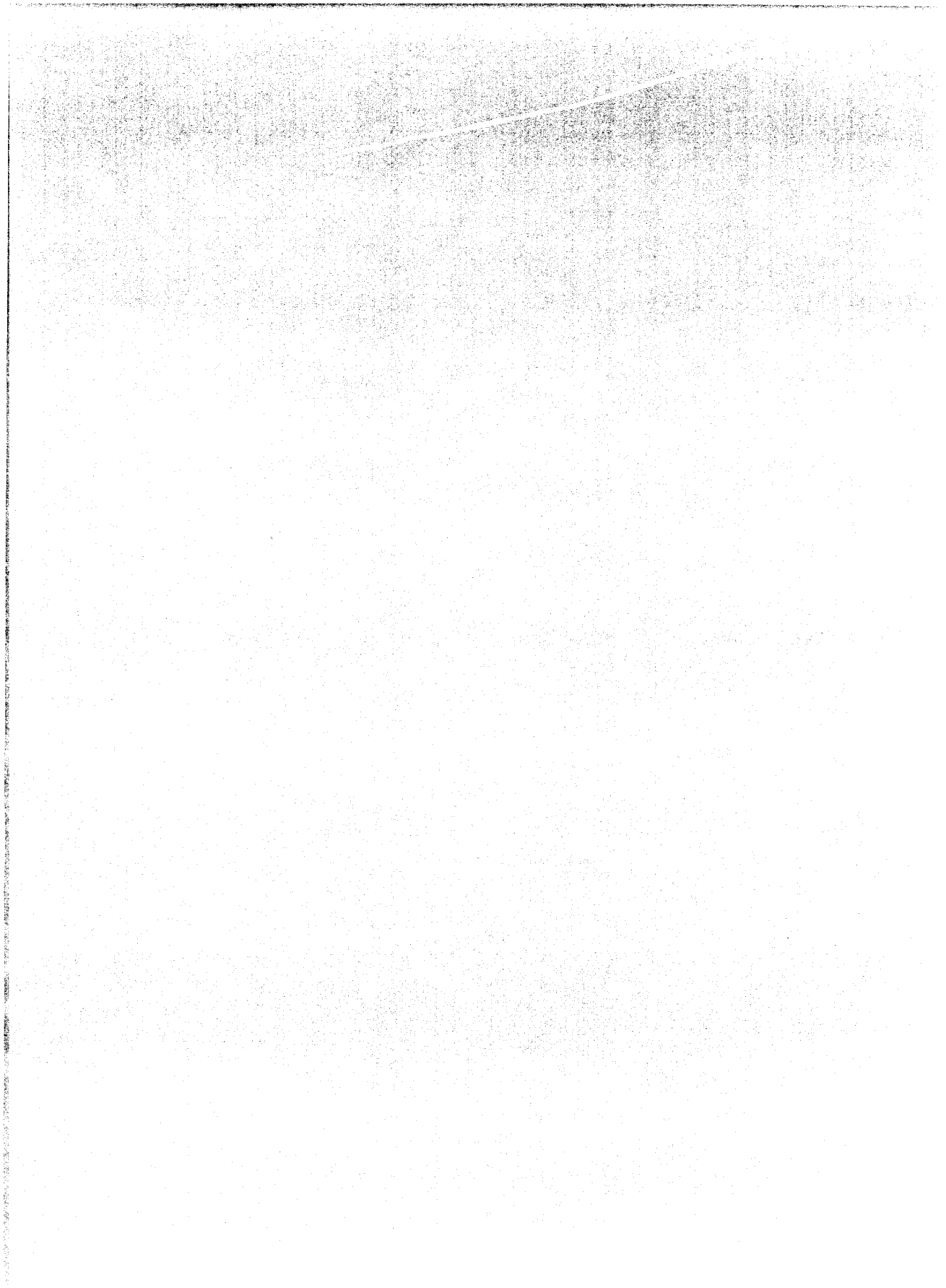


Quality Standard

Guest Accommodation

For a quality service you can trust





WELCOME TO THE ETC QUALITY ASSURANCE STANDARDS

The English Tourism Council (ETC)

The ETC is the strategic body for tourism in England and was created in July 1999 by the Secretary of State for Culture, Media and Sport. The ETC consists of a 45 strong team who will provide a focus, give policy advice, undertake research and offer the latest intelligence about the tourism market to both the government and the industry. This work will be guided by the principles set out in Tomorrow's Tourism, the government's tourism strategy document.

Improving quality standards

Tomorrow's Tourism sees QUALITY as integral to achieving a world class competitive industry in England. Our vision is 'world class tourism in England' which means a product of at least comparative quality with other world leading tourism destinations. To achieve a quality product all elements of the tourism experience must meet or exceed consumer expectations.

The raising of standards is crucial to the future development of English tourism, and we work closely with the accommodation industry and local authorities in encouraging properties to participate in the National Quality Assurance Standards (NQAS).

The benefits

The Quality Assurance Standards are great value for money, offering a number of benefits:

- Promotional opportunities at home and overseas - with free independent listing on the VisitBritain and TravelEngland sites;
- Detailed assessment debrief and report;
- Quality assured ratings assisting consumer choice;
- Internationally recognised ETC Quality Marque;
- Free Business Information Leaflets on a range of subjects;
- A free copy of Feedback, the ETC newsletter for its quality assurance standards;
- Full payment for accommodation and any additional expenditure when the assessor stays overnight.

There is only one tool to monitor quality assurance at a national level - NQAS. Working with you, will help us to achieve our aim to improve quality standards in England. This is a standard for you to help reap the reward of being a part of world class tourism in England.

CODE OF CONDUCT AND CONDITIONS FOR PARTICIPATION

Code of conduct

The proprietor/management is required to undertake and observe the following Code of Conduct:

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear;
- To give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email as well as information given in a printed format;
- To adhere to, and not to exceed prices quoted at the time of booking for accommodation and other services;
- To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment;
- To give each visitor on request details of payments due and a receipt, if required;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors;
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor;
- To give due consideration to the requirements of visitors with disabilities and visitors with special needs, and to make suitable provision where applicable;
- To provide public liability insurance or comparable arrangement and to comply with all applicable planning, safety and other statutory requirements;
- To allow an ETC representative reasonable access to the establishment, on request to confirm the Code of Conduct is being observed.

Conditions for participation

All establishments participating in the National Quality Assurance Standards (NQAS) are required to:

- Meet or exceed the English Tourism Council (ETC) minimum entry requirements for a rating in the relevant accommodation sector;
- Observe the ETC Code of Conduct;
- Be assessed annually, and in the event of complaints by authorised representatives of the ETC;
- Pay an annual participation fee;
- Complete an annual information collection questionnaire.

Change of ownership

When an establishment is sold, the existing rating cannot be transferred to the new owner, unless otherwise agreed by the ETC in writing. The new owner is required to make an application for participation in the ETC National Quality Assurance Standard.

Signage

Where an establishment, for whatever reason, ceases to participate in the NQAS, all relevant display signs and print material must be removed.

Use of all Star ratings should always be accompanied by the ETC Quality Marque.

Any listing in an ETC publication/web site and within the Tourist Information Centre network are conditional on continued participation in the NQAS.

Failure to observe these conditions may result in the establishment becoming ineligible to display or use the ETC endorsement in any form whatsoever.

QUALITY STANDARDS FOR GUEST ACCOMMODATION

Introduction

This booklet contains the rating requirements for a Quality Standard for 'Guest Accommodation'. It encompasses Guesthouses, Farmhouses, Inns, Bed and Breakfasts and other establishments which may not be eligible for the Hotel Standard. The standards are based on research into the needs and expectations of visitors.

Minimum Requirements for Guest Accommodation

To be recognised within this 'Guest Accommodation' standard an establishment must meet **all** the 'Minimum Entry Requirements' listed throughout this booklet. Additionally an establishment must provide sufficient quality to merit a minimum score of '1' in all areas of operation covered by the 'Quality Indicators' listed throughout this booklet.

Assessment for Quality Rating

Establishments recognised will be given a quality rating on a scale of 1 to 5. Assessments to arrive at this rating will be based primarily on guest care and the quality of what is offered, rather than the provision of extra facilities.

Assessing the Quality Score

All aspects of an establishment will be given a 'Quality Score' during the inspection process. Some areas of assessment are given additional weighting to reflect their importance to the consumer. An overall score for quality is established which is then converted to a percentage. This percentage score is then used to determine the quality rating to be awarded against pre set bandings.

Quality Indicators

Examples are given of the level of quality expected to achieve a quality score from 1 to 5 for each area of assessment. Where phrases such as adequate, good, very good etc are used, these signify ascending levels of quality in broad terms only. They are deliberately non-specific, recognising the wide variety of quality elements that could be included.

The 'Quality Indicators' represent typical expectations. They are neither definitive or exhaustive.

The rating level actually awarded will allow for a balanced view of the hospitality, accommodation, food and services, provided by an establishment. It may be limited where, in an important area, such as cleanliness or guest care, the minimum entry level is not exceeded.

Rating Levels

- 1D Quality % of 20%-34%
- 2D Quality % of 35%-49%
- 3D Quality % of 50%-69%
- 4D Quality % of 70%-84%
- 5D Quality % of 85%+

HOW A QUALITY RATING IS ASSESSED WITHIN THE GUEST ACCOMMODATION STANDARD 'THE MYSTERY INN'

Area Assessed	Maximum Score	Score
Cleanliness	75	60
Guest Care	60	30
Bedrooms	40	26
Bathrooms	30	17
Food Quality	30	15
Public Areas	20	14
General Requirements	25	16
Total	280	178

In this example the 'Mystery Inn' scored 178 out of a possible 280, which gives a quality percentage of 64%.
A Quality Rating Level 3 would be awarded.

QUALITY STANDARD SCORES

The following sliding scale indicates the type of factors required to achieve various levels of Quality Score.

Quality Score	1	2	3	4	5
Quality Indicators	Factors which indicate the minimum level of acceptability quality		Factors which indicate a Quality Score of 3.		Factors which indicate a Quality Score of 5.

CONTENTS

Minimum requirements	Quality requirements	Minimum requirements	Quality requirements
INTRODUCTION			
<hr/>			
1. CLEANLINESS		4. BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES ETC.	
See also Bedrooms: Housekeeping (including bedding) 7			
<hr/>			
2. SERVICE AND HOSPITALITY – GUEST CARE		General 17	En-suite provision 17-18
Bookings and prices 7	Bookings and prices 6		Decoration 20
Guest arrival and access 7	Guest arrival and access 8-9		Fixtures and fittings 20
	Breakfast/ Dining room service 9		Space and comfort 20
Guest departure 9	Guest departure 9	Towels and toiletries 19	Lighting and heating 21
			Towels and toiletries 21
<hr/>			
3. BEDROOMS – GUEST COMFORT		5. GUEST MEALS – FOOD QUALITY	
Bedroom size – space and comfort 10	Bedroom size – space and comfort 10	Breakfast 22	Breakfast 22
			Dinner 22
Beds and bedding – size and quality 11	Beds and bedding – size and quality 11	<hr/>	
	Decoration 12	6. PUBLIC AREAS	
Furniture, furnishings and fittings 12	Furniture, furnishings and fittings 12	General requirements 23	Breakfast/Dining room 23
			Decoration 24
Windows and window dressings 13	Windows and window dressings 13		Furniture, furnishings and fittings 24
Heating 13	Heating 13		Space and comfort 24
Lighting 14	Lighting 14		Lighting and heating 25
Flooring 14	Flooring 14	<hr/>	
Other bedroom facilities and services		7. GENERAL REQUIREMENTS	
– Beverage making 15		Safety and security 25	
– Telephones 16-17		Maintenance and external appearance 26	Maintenance and external appearance 26
– Miscellaneous 17			Parking 25
	Extra bedroom facilities and accessories 15		Grounds and gardens 27
		Annexes 27	Environment 27
		Statutory obligations 28	Extra facilities 28

1.

CLEANLINESS

CLEANLINESS

Minimum Entry Requirements

Cleanliness is of paramount importance to guests in all types of establishment, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention given to bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery and glassware.

All bedrooms and bathrooms cleaned daily.

Quality Score	1	2	3	4	5	
Quality Indicators	<p>All surfaces clean and free from dust.</p> <p>All rooms vacuumed daily.</p> <p>Guest areas kept tidy.</p>	<p>Evidence of attention to detail, particularly high and low level dusting.</p> <p>Clean and freshly polished surfaces.</p> <p>All areas free from clutter.</p> <p>Soft furnishings and carpets cleaned on a regular basis</p>	<p>Clearly a pristine finish.</p> <p>Gleaming surfaces, no smears or marks; evidence of thorough cleaning.</p> <p>Spotless soft furnishings and carpets.</p>			
					All areas smelling fresh and clean.	

2.

SERVICE AND HOSPITALITY – GUEST CARE

BOOKINGS AND PRICES

Minimum Entry Requirements

To make clear to guests exactly what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges. Details of charges for additional services or facilities available should be explained, including cancellation terms, if any.

To describe fairly to all guests and prospective guests the amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means. Details of any in-house policies, eg no smoking, should be communicated at time of booking. Allow guests to see the accommodation, if requested, before booking.

Guests should be made aware at the time of booking of any restrictions on entry or access to the establishment.

Quality Score	1	2	3	4	5	
Quality Indicators	<p>Competent telephone manner when taking bookings.</p> <p>Basic details recorded (guest names, address, tel. no., dates of stay, number of single/double rooms required etc).</p> <p>To deal promptly with all enquiries, requests, reservations and correspondence from guests.</p>	<p>A positive and friendly attitude from proprietors and staff handling bookings. Organised approach for dealing with guest enquiries, reservations, correspondence, complaints etc.</p>	<p>Efficient booking, with helpful and friendly telephone manner.</p> <p>Confirmation letter and directions sent by post/fax or email.</p>			

2.

SERVICE AND HOSPITALITY – GUEST CARE

GUEST ARRIVAL AND ACCESS

Minimum Entry Requirements

Proprietor or staff to be on duty during guests' arrival and departure periods and during meal times.

To provide service appropriate to the style of accommodation, and to deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests

An effective means for guests to call for the attention of proprietor or staff who should be available at all reasonable times. (If proprietor lives away from the establishment this may require the provision of a telephone and contact number).

Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless restrictions were previously notified. It is acceptable that the entrance may be locked and the guests may have to ring or knock for access or be given a key. Guests should be made aware of any restrictions at the time of booking.

Quality Score

1 2 3 4 5

Quality Indicators

<p>Guests made to feel welcome on arrival with no undue delays.</p> <p>Polite proprietors and staff, willing to help when asked.</p> <p>Tidy appearance of proprietors and staff.</p> <p>Guests directed to their rooms.</p>	<p>Good registration procedures.</p> <p>Sincere, courteous and well presented proprietors and staff.</p> <p>All requests dealt with pleasantly.</p> <p>Guests shown to their rooms</p> <p>Assistance with luggage offered.</p>	<p>Prompt, thorough registration with a professional approach</p> <p>Smartly presented proprietors and staff.</p> <p>All necessary information offered to guests. Warm, cheerful welcome on arrival, with offer of refreshment.</p> <p>An excellent first impression, establishing a good rapport with guests.</p> <p>Appropriate use of guests' names</p> <p>Guests escorted to their rooms and given assistance with luggage.</p> <p>Guests made to feel at home and encouraged to make any additional requests known.</p> <p>Well trained, knowledgeable and enthusiastic proprietors and staff showing very good levels of attention and anticipating guest needs.</p> <p>Genuinely helpful attitude; nothing too much trouble.</p>
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2. SERVICE AND HOSPITALITY – GUEST CARE

BREAKFAST/DINING ROOM SERVICE (WHERE APPROPRIATE) SEE ALSO PUBLIC AREAS – GENERAL AND BREAKFAST/DINING ROOM

Quality Score	1	2	3	4
Quality Indicators	<p>Competent service with helpful attitude.</p> <p>Reasonable product knowledge.</p> <p>Tables laid appropriately for the meal being served.</p>	<p>Attentive, friendly service with good levels of customer care.</p> <p>Good product knowledge.</p>		<p>Prompt and efficient service with excellent levels of customer care and good technical skills.</p> <p>Comprehensive descriptions of dishes available.</p> <p>Proprietors and staff able to provide advice on menu and wine list (where provided) for guests.</p>

GUEST DEPARTURE

Minimum Entry Requirements

To provide each visitor, on request, with details of payments due and a receipt, if required.

Presentation and layout of the bill should be clearly detailed.

Quality Score	1	2	3	4	5	
Quality Indicators	<p>No undue delays for guests on departure.</p> <p>Proprietors and staff willing to assist if bill is unclear or inaccurate.</p>	<p>Efficient procedures for handling guest departure.</p> <p>Accurate bill, proprietors and staff well versed in all methods of payment (where appropriate).</p> <p>Good last impression.</p>		<p>Prompt attention, with friendly and cheerful handling of guest departure. Offer of assistance with luggage.</p> <p>Bill correct in all details and professionally presented.</p> <p>Excellent last impression.</p>		

3.

BEDROOMS – GUEST COMFORT

BEDROOM SIZE – SPACE AND COMFORT

Minimum Entry Requirements

All bedrooms and bathrooms having sufficient space to allow freedom of movement to guests. In assessing the acceptability of bedroom size, inspectors will take account of usable space available around furnishings and fittings. It is unlikely that the minimum requirements will be met where bedroom sizes are less than the following:

Single	5.6 sq m/60 sq ft
Double	8.4 sq m/90 sq ft
Twin	10.2 sq m/110 sq ft

Additionally, for a quality score higher than the base level score of 1, room sizes will need to be greater with significantly more usable space around furnishings and fittings.

Rooms for family occupation will be significantly larger.

Fully openable doors and drawers. The ceiling height for the major part of the room sufficient for a person of 6ft to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movement to an unacceptable degree.

Quality Score	1	2	3	4	5	
Quality Indicators	Reasonable free movement not to be unduly restricted by intrusive low beams. Uncluttered rooms.	Sufficient space to allow free movement and a good degree of comfort. Easy use of facilities. Convenient lay-out of furniture for practical use. TV (where provided) visible from sitting area or bed.		Ample space to allow free movement and a high degree of comfort. Area available for luggage storage without cluttering the room and obstructing access. Easy and convenient use of facilities, eg use of surfaces without moving tea tray or TV (where provided), access to power points etc.		
	Suitable seating in sound condition for the type and style of accommodation.	Practical, comfortable chairs. Access to both sides of a double bed.		Comfortable easy chairs.		
	Reasonable sound insulation with minimal intrusive noise from plumbing, corridors etc.			No intrusive noise.		

3. BEDROOMS – GUEST COMFORT

BEDS AND BEDDING – SIZE AND QUALITY

Minimum Entry Requirements

Minimum bed sizes: (except childrens' beds in family rooms)
 Single 190 x 90 cm/6'3" x 3'
 Double 190 x 137cm/6'3"x 4'6"

N.B. Where double beds have access to one side only, a maximum rating of Two Diamond will apply

All mattresses to be of sprung interior, foam or similar quality, modern and comfortable, with mattress protectors. Plastic or rubber mattress protectors are not accepted except for use on childrens beds.

All beds to be of sound condition with a secure headboard or equivalent.

All beds made daily.

All bed linen, including duvet covers, changed at least weekly and for each new guest.

All bedding to be clean and in sufficient quantity, according to season and guests' needs. As a guide, two good quality blankets per bed and two pillows in individual pillowcases per person are required as well as a quilt or third blanket and bedspread.

Spare pillows and blankets available on request. Non allergenic pillows should also be available.

Duvets are acceptable. Alternative bedding should be available on request.

100% man-made fibre sheets are unacceptable

Quality Score	1	2	3	4	5
Quality Indicators	<p>Acceptable quality bed and mattress.</p> <p>Adequately presented beds with clean linen and bed covers in good repair.</p> <p>Adequate range of bedding, including sufficient blankets.</p> <p>Additional bedding provided in guest rooms should be clean and fresh, preferably wrapped.</p>	<p>Good quality comfortable bed, firm mattresses and sound base.</p> <p>Bed frames may be of older style, but in good condition</p> <p>Well presented beds, with good quality, freshly laundered, co-ordinated linen and bedding. Bed linen changed at least every 4 days except where, as part of an advertised environmental policy, guests are invited to agree to less frequent changes of linen.</p> <p>Ample good quality bedding, including extra pillows and blankets.</p>	<p>Excellent quality bed, eg sprung mattress and high quality base; clean headboard offering a high degree of comfort.</p> <p>Co-ordinated and crisply laundered linen changed at least every 2 days. A choice of bedding available eg thickly quilted, or similar quality bedspreads and blankets, or duvets with appropriate tog rating, All of a high quality and co-ordinated with bedroom decor and other soft furnishings.</p> <p>Allergy-free pillows to be available.</p> <p>High standard of overall presentation – appropriate use of valances, pillows and cushions.</p> <p>May offer evening turn-down service.</p>		

3. BEDROOMS – GUEST COMFORT

DECORATION

Quality Score	1	2	3	4
Quality Indicators	Functional decor and limited co-ordination.	Co-ordinated decor. Well finished, good quality wall coverings and paintwork. Wall and ceiling coverings well applied. Use of pictures etc where appropriate, particularly on plain walls		Excellent interior design, with high attention to detail. Thoughtful co-ordination of patterns, colours and textures. High quality wall coverings with professional finish to all aspects of decoration. Attractive use of pictures, prints and other decorative relief.

FURNITURE, FURNISHINGS AND FITTINGS

Minimum Entry Requirements	<p>Beside or bedhead table, cabinet or shelf to be provided for all beds.</p> <p>A dressing table or equivalent, with a mirror adjacent, to be provided.</p> <p>A chair or stool.</p> <p>If a lounge is not available, a comfortable chair should be provided for reading etc.</p> <p>A wardrobe or clothes hanging space with sufficient hangers per person. An alcove is acceptable but hooks on walls or behind doors are not.</p> <p>Wire hangers are not acceptable.</p> <p>Adequate drawer or shelf space available</p> <p>Drawers should run freely and should be lined or have an easily wiped surface</p>
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Quality Score	1	2	3	4	5
Quality Indicators	Limited range of furniture, furnishings and fittings in terms of quality and range; limited co-ordination.	Good quality furniture, in a sound and useable condition. Good use of co-ordination. Size and amount of furnishings in proportion to the space available.		Excellent quality modern, reproduction or antique furniture. Furniture of sound construction. Excellent co-ordination of furniture and plush, soft furnishings of high intrinsic quality. Additional features such as scatter cushions.	

3. BEDROOMS – GUEST COMFORT

WINDOWS AND WINDOW DRESSINGS

Minimum Entry Requirements	<p>At least one opening window with clear glass to provide natural light and adequate ventilation. If windows are sealed, air conditioning must be provided.</p> <p>Acceptable quality opaque curtains, blinds or shutters should be provided on all windows, including glass panels to doors, fanlights and sky-light windows to afford both privacy and exclusion of light. Applies also to bathrooms, shower rooms and toilets.</p> <p>Where bedrooms are located on the ground floor, consideration should be given to providing security and additional privacy in the form of a net curtain or blind.</p>				
Quality Score	1	2	3	4	5
Quality Indicators	<p>All window coverings correctly fitted, with sufficient width and height to draw completely across the window.</p>		<p>Substantial lined curtains.</p>		<p>Window dressing denoting a degree of luxury with good use of pelmets and tie-backs, ample drape and width.</p> <p>Curtains to be fully lined so as to retain heat and keep out light.</p>

HEATING

Minimum Entry Requirements	<p>Adequate in-room heating provided at no extra cost</p> <p>Extra heating to be available on request at no extra charge.</p>				
Quality Score	1	2	3	4	5
Quality Indicators	<p>Heating levels appropriate to the size of bedroom where applicable.</p>		<p>Effective levels of heating providing overall uniform temperature.</p> <p>Properly fitted, thermostatically controlled heating.</p>		<p>Properly fitted individual thermostatic controlled heating. Equipment in excellent condition.</p> <p>Bedrooms heated and/or ventilated prior to guests' arrival.</p> <p>In hot weather, fans available, on request, for guest comfort.</p>

3. BEDROOMS – GUEST COMFORT

LIGHTING

Minimum Entry Requirements

Bedrooms and bathrooms should be well lit.

As guidance, overall lighting levels of 160 watts for a single room and 220 watts for a double room.

A bedroom light to be controlled from the door, and additionally a means of controlling a light from each bed.

All bulbs, unless decorative, should have a shade or cover

Quality Score	1	2	3	4	5
Quality Indicators	Light fittings of adequate quality for the style, size, and shape of the bedroom.	Well positioned lights giving good levels of illumination.	Variety of quality lights, well positioned and suitable for all purposes.		
		Good quality light fittings with appropriate shades.	Controllable lighting, giving variable levels of light as appropriate.		
	Adequate natural light.	Ample natural light			

FLOORING

Minimum Entry Requirements

Acceptable quality fully fitted carpets, or where an acceptable alternative flooring is provided, slip resistant rugs or mats placed by the bedside.

Quality Score	1	2	3	4	5
Quality Indicators	Adequate comfort to flooring.	Well fitted, good quality flooring in sound condition and comfortable under foot.	Professionally fitted, high quality carpeting (eg high percentage wool content, in excellent condition) or polished floorboards with rugs.		

OTHER BEDROOM FACILITIES AND SERVICES

Minimum Entry Requirements

Beverage making

If beverage making facilities are not provided in the bedroom or available on request, service of hot beverages should be available morning and evening.

Where in-room facilities are provided, attention should be given to ensure that a kettle can be used safely.

Fresh milk should be available on request and consumables kept wrapped or in lidded containers.

Telephone

Where a payphone is not available, the guests should, on request, be able to make or receive phone calls on the proprietor's own telephone. The proprietor may of course charge for this facility.

Where facilities are provided, all charges must be clearly indicated. Where costs are shown per unit, the duration of the unit must be explained to ensure that the guest has a fair indication of the probable total cost of the call.

As a matter of good practice, we recommend that you include in guest information the cost of at least six sample calls, including:

- one five-minute local UK call, peak rate
- one five-minute local UK call, off-peak rate
- one five-minute long distance UK call, peak rate
- one five-minute long distance UK call, off-peak rate
- one five-minute international call, peak rate (ie USA)
- one five-minute international call, off peak rate (ie USA)

with an explanation of what local, long distance, peak and off-peak mean.

You should be able to obtain the sample prices from your service provider.

Miscellaneous

A waste paper container (non-flammable if smoking is permitted).

An ashtray (where smoking is permitted).

A drinking tumbler per guest. This should be clear glass or wrapped disposable.

A towel rail or equivalent with hand and bath towels (one of each) provided per person. Fresh soap provided for each new letting. Where liquid soap dispensers are used, particular attention needs to be paid to their cleanliness and hygiene

Sufficient conveniently situated power sockets to allow for the safe use of all electrical equipment provided

Printed advice on how to obtain emergency assistance at night by means of a notice or indication within the room information. As a matter of best practice we would encourage all establishments to clearly display fire instructions. Where a fire certificate is held a fire notice should be clearly displayed in all bedrooms.

Iron and ironing board available on request.

Early morning calls available on request or alarm clocks in bedrooms.

EXTRA BEDROOM FACILITIES AND ACCESSORIES

These are facilities and accessories which may be provided within the bedroom, they are not requirements, but if provided the quality, range, presentation and ease of use will all be taken into account in the assessment.

Quality Score	1	2	3	4
Quality Indicators	Very limited range of additional facilities and accessories, if any.	Good range of additional facilities and accessories.	Excellent range of additional facilities and accessories.	

Examples of facilities

In-room beverage-making equipment, colour television (where provided without charge) and radio, hairdrier, additional guest information, full-length mirror, luggage rack and items such as telephones (on a pay-for-use basis).

Examples of accessories

Complimentary bottled water, fresh flowers or plants, reading material, biscuits and sweets, where provided freely

4.

BATHROOMS, SHOWER ROOMS AND BATHROOM FACILITIES ETC.

GENERAL Minimum Entry Requirements – Overall

All bathrooms cleaned daily. Particular attention should be given to items involving direct contact for guests, such as towels, baths, showers, washbasins, WCs, flooring, seating and glassware.

At least one bath or shower room with washbasin for every six residents.

At least one WC for every six residents, separate from bath or shower room.

If any guest bedrooms have no washbasin, there should be a hand washbasin in the WC.

In the case of establishments with **four or less** bed spaces, it is acceptable for a bath or shower room to be combined with a washbasin and WC.

Additionally, where the maximum number of persons resident within an establishment, including proprietors is **no more than six**, it is acceptable that facilities are shared between guests and proprietors.

Where a shared arrangement exists, proprietors and their family should avoid prolonged use during the early to mid morning period, and the personal belongings of the proprietors and family should be removed from the rooms.

Hot water at all reasonable times.

N.B where an establishment does not meet the minimum ratio for bathrooms and WC's, it cannot achieve a rating.

Minimum Entry Requirements – En-suite Bathrooms (where provided)

The bath or shower and WC must be contained behind the main door of the bedroom.

Bedrooms with a washbasin, shower cabinet and en-suite WC are acceptable.

N.B Freestanding in-bedroom showers or WC's do not count as en-suite facilities.

An ensuite comprises of a bath and/or shower with WC and washbasin. The WC at least, must be in a separate room behind the bedroom door.

Fixtures and fittings

A bath or shower; if shower is provided it must have a shower screen or curtain.

Washbasin (minimum size suggested is 14" x 9.5" internal width) and mirror with light above or adjacent

Soap dish.

A lidded WC.

Toilet roll holder.

A covered bin or open bin with sani bags.

A covered light.

Adequate ventilation in the form of an extractor fan or window that opens.

Windows require opaque curtain or blind.

Adequate heating (see below) *

A hook for clothes.

A non slip bath mat should be available on request where non slip baths are not provided.

A towel rail or equivalent (a radiator is not acceptable but a towel ring or a hanging rack on a radiator is).

Hot water for bathing should be available at all reasonable times.

Clean hand and bath towel per person.

Clean bath mat for each new let.

Fresh soap to be provided for each new guest.

Toilet tissue.

Electric razor point or adaptor to be available within easy reach of the mirror. This may be located in a bedroom or bathroom.

*Where there are no external walls/windows heat permeating from the bedroom may be adequate. En-suites with an external window will require heating. A heated towel rail is acceptable.

4. BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES ETC.

En-suite provision

Please note that while there is no specific minimum requirement for en-suite facilities, where they are provided, the ratios shown below will be taken into account in the assessment of the overall quality score.

Quality Score	1	2	3	4
Quality Indicators	Possibly no en-suite or private facilities.	At least 40% en-suite or private facilities	At least 60% en-suite or private facilities	At least 80% en-suite or private facilities.

Minimum Entry Requirements – Private Bathrooms (where provided)

A private bathroom is one designated solely for the occupants of one bedroom.

The bathroom should be on the same floor reasonably close to the bedroom, lockable with a key provided

Access to bath/shower rooms from bedroom through public areas, eg lounge, dining room etc is not acceptable

Fixtures and fittings

The following should be provided – as for en-suites, but additionally

A lock and key.

Bathrooms with an external window will require heating. A heated towel rail is acceptable.

Minimum Entry Requirements – Public Bathroom(s) (where provided)

Access to bath/shower rooms from a bedroom through public areas, eg lounge, dining room etc is not acceptable. No charge should be made for the use of these facilities

Fixtures and fittings

The following should be provided, as for en-suites, but additionally

All public bathrooms require heating.

Bath mat changed daily.

Soap need not be provided (already provided in bedrooms).

Internal lock or bolt.

N.B In order to achieve Five Diamond the guests must have a bathroom solely for their use (ie not shared by proprietors or their family).

4. BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES ETC.

Minimum Entry Requirements – Guest Toilets

Access to guest toilets from a bedroom through public areas, eg lounge, dining room etc is not acceptable.

Fixtures and fittings

A lidded WC.

A covered bin or open bin with sani bags.

Toilet roll holder.

If any guest bedrooms have no washbasin, there should be a hand wash basin in the W.C.

A washbasin, where provided, to include hot water, soap and hand drying facilities.

A covered light.

Adequate ventilation in the form of an extractor fan or window that opens.

Windows require an opaque curtain or blind.

An internal lock or bolt.

Toilet tissue

Minimum Entry Requirements – Washbasins (where provided in the bedroom)

Fixtures and fittings

Minimum size suggested is 14" x 9.5" internal width. The acceptability will also depend on the shape, position of taps etc

A towel rail or equivalent (a radiator is not acceptable but a towel ring or a hanging rack on a radiator is).

Hot & cold water available.

Clean hand and bath towels per person.

Fresh soap to be provided for each new guest.

Electric razor point or adaptor to be available within easy reach of the mirror, may be located in a bedroom or bathroom.

N.B An establishment with no washbasin in bedrooms (or ensuite) cannot achieve Five Diamond.

4. BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES ETC.

DECORATION

Quality Score	1	2	3	4	5	
Quality Indicators	Functional decor with limited co-ordination.	Well maintained, practical decor; wall and ceiling covering well applied. All in good condition.	Excellent interior design. Professional finish to all aspects of decoration. Highest quality finish to wall coverings; well fitted, high quality tiles; grouting in excellent condition.	Attractive use of decorative enhancements, where appropriate.		

FIXTURES AND FITTINGS

Quality Score	1	2	3	4	5
Quality Indicators	Fittings of an acceptable quality	Solid, matching, good quality and well fitted appliances. Co-ordinated sanitary ware.	Provision of bath and shower, with high quality fixtures and fittings, eg larger baths, shower cubicles or shower screens. Full size washbasin in bedroom or en-suite. Easy-to-use appliances.		
	Correctly fitted flooring. Best practice suggests that washable flooring is more hygienic than carpeting.	Well fitted, good quality flooring.	Professionally fitted, high quality flooring.		
	Correctly fitted, appropriate window covering.	Well fitted window covering, with sufficient width and height to draw completely across the window	High quality and well fitted window covering with ample drape and width.		
	Adequate water pressure and satisfactory drainage.		Hot water to meet guest needs at all times.		
	Flat surface available for guest belongings.	Good shelf space for guest belongings.	Ample and convenient shelf space for guest belongings.		

SPACE AND COMFORT

Quality Score	1	2	3	4	5
Quality Indicators	Adequate space with satisfactory layout and sufficient free movement.	Sufficient space to allow easy access to the facilities.	Ample space to allow easy access to the facilities.		
	Convenient access to bath, shower and WC.		Convenient layout.		
	Minimal noise from plumbing.				

4. BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES ETC.

LIGHTING AND HEATING

Quality Score	1	2	3	4
Quality Indicators	Adequate lighting, appropriately positioned.	Well positioned lights giving good levels of illumination.	Good quality light fittings	Well positioned good quality lights giving good levels of illumination for various purposes eg shaving, applying make-up etc.
	Adequate heating for size of room.	Comfortable heating levels, appropriate to room size.		Responsive heating system, controlled by guest and available at all times.
	Effective ventilation.			Heated towel rail.

TOWELS AND TOILETRIES

Minimum Entry Requirements Clean hand and bath towel per person, fresh soap to be provided for each new guest.

Quality Score	1	2	3	4	5
Quality Indicators	Satisfactory quality, range and size of towels.	Matching range of good quality absorbent towels.	Provision of good range of quality towels, eg bathsheets, bathrobes and flannels.		
	No evidence of proprietor's personal belongings.	Towels changed at least every 4 days, except where, as part of an environmental policy guests are invited and agree to a less frequent change of linen.	Towels changed daily, except where, as part of an environmental policy guests are invited and agree to a less frequent change of linen.		
		Good quality toilet tissue and a range of quality toiletries.	Luxury toilet tissue and a good range of well presented quality toiletries, eg high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc.		

5.

GUEST MEALS – FOOD QUALITY

BREAKFAST

Minimum Entry Requirements

Full cooked breakfast to be available, if not it must be advertised as not being available and a substantial continental breakfast must be provided to include a selection of the following: cold meats, cheeses, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and hot beverages (choice of teas and coffees).

N.B For cooked breakfast boiled eggs only are not acceptable.

Buffet style is acceptable.

Quality Score	1	2	3	4
Quality Indicators	<p>Possibly a set menu with, for example, juice, cereal, bacon and egg, coffee and tea, toast. All hot foods should be well cooked and presented, with no excess grease on the plate, and served at the correct temperature.</p> <p>Care should be taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made.</p>	<p>A choice of good quality items available, eg fruit, choice of cereals, sausage, tomato, brown or white toast and a range of preserves.</p> <p>An attractive buffet (if provided).</p> <p>Freshly cooked hot items served at the correct temperature, with eggs cooked to order.</p>	<p>High quality fresh ingredients and a wide choice of items, eg fresh fruit juices, fresh ground coffee, choice of teas, cheeses and cold meats, high quality bakery items and homemade preserves.</p> <p>Regional specialities and/or homemade items.</p> <p>Good use of fresh local/home-grown produce where available.</p>	

DINNER

Quality Score	1	2	3	4	5
Quality Indicators	<p>All food carefully prepared and presented and properly cooked.</p> <p>Food served at the correct temperature, on a hot or cold plate as appropriate.</p> <p>Meals might be simply structured but freshly cooked on the premises.</p> <p>May be a set menu, but with an alternative available on request.</p> <p>At least one vegetarian option available (on request).</p>	<p>Well presented food freshly cooked from good quality ingredients. Evidence of fresh foods being used</p> <p>Particular attention given to food quality rather than an extensive choice</p>		<p>Excellent home cooking with an emphasis on fresh, seasonal, local ingredients, skillfully cooked. Obvious care and attention to detail and thoughtful menu planning.</p> <p>Strong emphasis on food quality.</p>	

6.

PUBLIC AREAS

GENERAL

Minimum Entry Requirements

Corridors and stairs should be in good repair and free from obstruction.

A dining room/breakfast area available unless meals served only in the bedroom (if the latter - guests to be advised at the time of booking).

Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.

Provide an adequate level of heating in all public areas.

Tourist and travel information to be provided.

BREAKFAST/DINING ROOM

Quality Score	1	2	3	4	5
Quality Indicators					An emphasis on quality throughout (see also Public Areas – decoration, below) with a harmonious combination of decor, lighting and heating.
	No intrusive noise or smells.				
	Adequately sized tables and acceptable circulation space.	Good layout and adequate circulation space to allow staff and customers to pass without inconvenience.			High degree of comfort, well-spaced chairs, spacious tables.
	Convenient positioning of tables and chairs in sound, stable condition.	Appropriate table and chair heights.			Table and seating arrangements are such that there is evidence that guests' comfort has been fully considered.
	Table appointments of a satisfactory standard	Well laid tables with matching cutlery and crockery. Flowers or other appropriate decoration on tables. Good quality paper napkins where appropriate.			Table appointment of the highest standard, quality accessories, good range of cutlery and glassware.
					High quality napery or well presented polished wood.
	Menus, where provided, possibly hand-written on a card, but clean and giving basic information.				Attractively presented menu and wine list, where provided, using clear, informative layout and helpful descriptions.

DECORATION

Quality Score	1	2	3	4	5	
Quality Indicators	Functional decor and limited co-ordination.	Pleasing interior, with evidence of co-ordination. Well finished, good quality wall coverings and paintwork. Wall and ceiling coverings professionally applied. Use of pictures etc, where appropriate, particularly on plain walls		Excellent decor and overall impression. High quality wall coverings in excellent condition; professional finish to all aspects of decoration. Attractive use of pictures, prints and other decorative relief. Interesting architectural features, objects of interest, artwork, objects d'art, floral arrangements		

FURNITURE, FURNISHINGS AND FITTINGS

Quality Score	1	2	3	4	5	
Quality Indicators	A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity. Limited co-ordination.	Good quality furniture. Substantial, lined curtains. Good use of co-ordination. Well fitted, good quality flooring.		High quality modern, reproduction or antique furniture. High degree of comfort. Plush soft fabrics. Excellent co-ordination of furniture and fabrics High quality carpet in excellent condition, professionally fitted, with good underlay. Well maintained polished floors with high quality rugs/mats where appropriate.		

SPACE AND COMFORT

Quality Score	1	2	3	4	5	
Quality Indicators	Public areas possibly shared with proprietor, little evidence of personal belongings. Acceptable comfort and range of furniture. Adequate space for guest comfort. Acceptable environment for guests without disturbing levels of noise, music, smells, smoke, pets etc.	Public areas, including lounge where provided, designated for guest use. Range of sofas and/or armchairs. Sufficient space to allow a good degree of comfort for guests. Some personal touches, eg books, magazines, local historical information etc.		Comfortable lounge – generally separate from dining room. Good choice of comfortable seating. Ample space. Fresh and airy atmosphere.		

LIGHTING AND HEATING

Quality Score	1	2	3	4
Quality Indicators	Adequate levels of lighting, appropriately positioned.	Good levels of controllable lighting in all areas.	Excellent lighting which creates a good effect and shows off rooms to their best advantage.	
	Adequate levels of heating for guest comfort.	Particularly well lit stairs, landings and corridors. Comfortable margin of heating to suit most guests.	Good levels of light for all practical purposes such as reading etc.	
		Efficient heating according to season.	A positive effort made to ensure that heating meets the guests' needs. Back up source of heat for very cold weather.	
			Open fires where appropriate.	

GENERAL REQUIREMENTS

Safety and security

Minimum Entry Requirements

The entrance should be clearly identified with illumination to the doorway.

A high degree of general safety and security maintained, including information on procedures in the event of an emergency.

In addition there must be printed details in each bedroom of how to summon assistance in the event of an emergency at night.

Adequate measures provided for the security of guests and their property. There should be a means of securing bedroom doors from inside and out, and a key available. An exemption may be made in the case of architecturally listed or older properties where guests are advised in advance that bedroom doors can only be secured from the inside, and there is a facility within the establishment to secure guests valuables.

Provide adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.

Car park, where provided, should also be adequately lit, to ensure guests' safety

Particular attention should be given to the safety and security of guests occupying ground floor bedrooms.

7.

GENERAL REQUIREMENTS

MAINTENANCE AND EXTERNAL APPEARANCE

Minimum Entry Requirements

Buildings, their fixtures, furnishings, fittings and exterior and interior decor must be maintained in a sound, clean condition and must be fit for the purpose intended.

All electrical or gas equipment should be safely maintained and in good working order.

Quality Score	1	2	3	4
Quality Indicators – External	<p>Exteriors of buildings maintained in a sound, clean condition.</p> <p>Adequately maintained property, overall.</p> <p>Neat appearance of outbuildings.</p> <p>Overall tidiness, including window boxes, hanging baskets, tubs etc, where appropriate.</p>	<p>Well maintained property and outbuildings – some natural weathering may be present.</p> <p>Attractive use of window boxes, hanging baskets and tubs where appropriate</p> <p>Where displayed, signs to be maintained in good condition.</p>		<p>Excellent standards of external maintenance including outbuildings and signs, allowing for the age of the building.</p> <p>Fresh, well-maintained paintwork in a new building and in an older building, no unsightly staining to stonework</p> <p>Attractive architectural features and decorations.</p>

Quality Score	1	2	3	4	5	
Quality Indicators – Internal	<p>Equipment working as intended.</p> <p>All decor, furniture and fittings in satisfactory condition.</p> <p>Normal wear and tear accepted.</p> <p>Well secured fittings, eg door knobs, lamp shades etc.</p>	<p>All equipment in good working order and well maintained.</p> <p>Few signs of wear and tear visible to decor, furniture and fittings.</p> <p>Signs of attention to detail</p>		<p>High standard of maintenance.</p> <p>No significant evidence of wear and tear to decor, furniture and fittings.</p> <p>Care and attention to detail is obvious.</p>		

PARKING (WHERE PROVIDED)

Quality Score	1	2	3	4	5	
Quality Indicators	<p>Reasonably easy, safe and adequately maintained parking.</p> <p>Some attempt to control parking.</p>	<p>Easy access.</p> <p>Well maintained surface.</p> <p>Clear definition of parking area.</p> <p>Adequate lighting.</p>		<p>Ample car parking spaces.</p> <p>Good, well positioned lighting.</p> <p>Consideration given to the security of guests' cars.</p>		

GROUNDS AND GARDENS (WHERE PROVIDED)

Quality Score	1	2	3	4	5
Quality Indicators	<p>An adequate first impression (eg washing line discreetly positioned).</p> <p>Safe pathways.</p> <p>No litter.</p> <p>Adequately maintained driveway or access.</p>	<p>Well maintained and tidy.</p> <p>Well maintained driveways, footpaths etc.</p> <p>Attractive overall appearance.</p>			
				<p>Attractively maintained – well tended borders or shrubs, tidy pathways and edges, lawns in good condition and well cut, hedges trimmed and an overall attempt to maintain an attractive appearance throughout the year.</p> <p>Good attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features (eg gazebo, pergola, summer house etc).</p>	

ENVIRONMENT

Quality Score	1	2	3	4	5
Quality Indicators	<p>Satisfactory first impression.</p> <p>Acceptable noise levels.</p>	<p>Even in heavily urbanised areas, evidence that real effort has been made to compensate for poor surroundings.</p>			
				<p>Attractive surroundings, convenient location, or a secluded situation in extensive grounds with splendid views etc are examples of factors that will be considered in assessment.</p>	

ANNEXES

Minimum Entry Requirements

Where an establishment has an annexe, the facilities provided in the annexe will be taken into account in determining the overall suitability of the establishment. Paths or passageways to the annexe must be in good condition, well surfaced and adequately lit.

Visitors must be advised at the time of booking and subsequently of any change, if the accommodation offered is in an unconnected annexe, or has separate external access; guests should be informed of the location of such accommodation.

7. GENERAL REQUIREMENTS

Extra facilities

These are facilities and services which may be provided within the establishment. They are optional requirements, but if provided the quality, range, presentation, ease of use will be taken into account in the assessment of the quality score. Examples might include: swimming pool, nature trail, indoor and outdoor sports and games, farm visits, craft shop, additional food and beverage facilities, TV lounge and room service.

Quality Score	1	2	3	4	5
Quality Indicators	Very limited range of additional features, if any.	Good range of additional features			Excellent range of additional features

STATUTORY OBLIGATIONS

Minimum Entry Requirements

Fulfilment of the statutory obligations, where applicable, including:

Fire Precautions

Price Display Orders

Food Safety

Licensing

Health and Safety

Disability Discrimination

Trade Descriptions

Proprietors may be asked to provide evidence that **Public Liability Cover is being maintained** and that the above requirements are being fulfilled.

REGIONAL TOURIST BOARDS

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Cumbria Tourist Board
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Holly Road
Windermere LA23 2AQ
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Fax: (015394) 44041

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North West Tourist Board
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Swan Meadow Road
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Cleveland, Durham, Northumberland, Tyne and Wear

Northumbria Tourist Board
Ayckley Heads
Durham City
Durham DH1 5UX
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Fax: (0191) 386 0899

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Yorkshire Tourist Board
312 Tadcaster Road
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Tel: (01904) 702 000
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For all enquiries about the accommodation schemes in these areas contact:

Quality Assurance Unit, 312 Tadcaster Road, York YO24 1GS
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London Tourist Board and Convention Bureau
6th Floor, Glen House
Stag Place
London SW1E 5LT
Tel: (020) 7932 2000
Fax: (020) 7932 0222

Bedfordshire, Cambridgeshire, Essex,

Hertfordshire, Norfolk, Suffolk

East of England Tourist Board
Toppesfield Hall
Hadleigh
Suffolk IP7 5DN
Tel: (01473) 822 922
Fax: (01473) 823 063

For all enquiries about the accommodation schemes in these areas contact:

East of England Tourist Board, Toppesfield Hall, Hadleigh, Suffolk IP7 5DN
Tel: (01473) 822 922 Fax: (01473) 823 063

Berkshire, Buckinghamshire, East Dorset,

Hampshire, Oxfordshire and the Isle of Wight

Southern Tourist Board
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Hampshire SO50 5JH
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Fax: (023) 8061 0286

East Sussex, Kent, Surrey, West Sussex

South East England Tourist Board
The Old Brew House
Warwick Park
Tunbridge Wells
Kent TN2 5TU
Tel: (01892) 540 766
Fax: (01892) 511 008

For all enquiries about the accommodation schemes in these areas contact:

The Area Accommodation Unit, Southern Tourist Board,
40 Chamberlayne Road, Eastleigh, Hampshire SO50 5JH
Tel: (023) 8065 2000 Fax: (023) 8061 0286

Derbyshire, Gloucestershire, Hereford & Worcester, Leicestershire, Lincolnshire, Nottinghamshire, Northamptonshire, Shropshire, Staffordshire, Warwickshire, West Midlands

For all enquiries about the accommodation
schemes in this area contact
Heart of England Tourist Board
Larkhill Road
Worcester WR5 2EF
Tel: (01905) 763 436
Fax: (01905) 763 450

Bath, Cornwall, North Somerset, Devon, North East Somerset,

West Dorset, Wiltshire and the Isles of Scilly

For all enquiries about the accommodation
schemes in this area contact
South West Tourism
Woodwater Park
Pynes Hill
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Fee scale: 1 January 2004 - 31 December 2004

Hotel, Townhouse and Travel Accommodation



For a quality service you can trust

How to calculate your annual fee

- If you are paying Standard Fees, use Table 1. If you are paying Discounted Fees (for RTB members) use Table 2.
 - Look down the 'No. of bedrooms' column at the left hand side of the table to find your bedroom band.
 - Look at the tariffs across the top of the table to identify your tariff band. (*See note)
 - You will find your Annual Fee at the intersection of these two lines.
 - If you are a new applicant, add the adjacent joining fee.
 - All fees are inclusive of VAT at the current rate of 17.5%.
- * Use your standard mid-week bed & breakfast rate (inclusive of VAT) for a single occupancy, as at 1st July nearest to the date of your application or renewal.
- The rate should not be determined with reference to any special offers or bargain breaks.
- If the breakfast is charged separately, include the cost of a full English breakfast, where available. Otherwise include the cost of a continental breakfast.

Participation fees are charged annually. Reduced participation rates are available in the first year for properties joining the schemes part way through the year.

Joining Dates

January - June	Full joining fee and full participation
July - September	Full joining fee and 75% of participation
October - December	Full joining fee and participation and will receive extended participation to include the following year

Non-members of Regional Tourist Boards

Tariff	£0-15.99		£16-24.99		£25-39.99		£40-59.99		£60-79.99		£80-99.99		£100-199.99		£200+	
	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee
1-10	181	94	197	94	235	94	278	107	328	128	454	174	655	248	764	295
11-20	229	94	246	94	290	134	350	141	432	166	481	188	721	275	836	315
21-50	278	121	372	147	437	168	481	188	558	214	660	248	956	369	1114	421
51-100	377	161	459	181	507	195	557	214	606	228	720	275	1011	389	1191	450
101-200	459	181	558	214	606	228	633	241	694	262	797	315	1109	423	1289	490
201-300	497	195	727	275	803	308	874	356	923	335	957	369	1251	476	1453	557
301+	551	214	809	308	874	335	957	389	1011	369	1049	402	1377	523	1595	610

Standard Fees

For those who are NOT Regional Tourist Board Members.

New Applicants

Applicants wishing to join the scheme are required to pay an initial Joining Fee in addition to the first Annual Fee. These fees are not refundable in the event of an establishment not attaining a rating.

Existing Participants

The Joining Fee does NOT apply to existing participants in the scheme.

Members of Regional Tourist Boards

Tariff	£0-15.99		£16-24.99		£25-39.99		£40-59.99		£60-79.99		£80-99.99		£100-199.99		£200+	
	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee	Ann Fee	Join Fee
1-10	137	74	147	74	174	74	208	88	246	101	339	134	491	188	573	222
11-20	169	74	186	74	218	94	263	107	322	128	360	141	541	208	628	241
21-50	208	91	278	114	328	134	360	141	421	161	497	195	715	268	836	322
51-100	285	114	344	141	382	141	421	161	454	174	541	208	759	290	896	348
101-200	344	141	421	161	454	174	476	181	519	201	601	235	831	322	967	375
201-300	372	147	546	208	601	228	655	248	694	262	715	281	940	362	1092	415
301+	416	161	606	228	655	248	715	268	759	295	786	295	1032	396	1201	456

25% Discount for RTB Members

For those who ARE Regional Tourist Board Members (membership details for each Regional Tourist Board are available on request. Please note, completion of a Tourist Board Database Questionnaire does not constitute membership).

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Fee scale: 1 January 2004 - 31 December 2004

Guest Accommodation



For a quality service you can trust

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Non-members of Regional Tourist Boards

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1-3	147	159	168	202	220	250	351	421
4-6	154	174	181	216	235	277	399	479
7-10	161	185	195	230	250	292	414	494
11-20	170	195	205	240	260	302	424	504
21-50	178	205	215	250	270	312	434	514
51-100	187	215	225	260	280	322	442	522
101+	195	225	235	270	290	332	450	530

Standard Fees

For those who are NOT Regional Tourist Board Members.

New Applicants

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Existing Participants

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Tariff	£0-15.99	£16-24.99	£25-39.99	£40-59.99	£60-79.99	£80-99.99	£100-199.99	£200+
1-3	109	119	126	153	181	263	415	481
4-6	119	131	137	164	191	285	448	524
7-10	137	147	174	208	246	339	491	573
11-20	169	186	218	263	322	360	541	628
21-50	208	278	328	360	421	497	715	836
51-100	285	344	382	421	454	541	759	896
101+	344	421	454	476	519	601	831	967

25% Discount for RTB Members

For those who ARE Regional Tourist Board Members (membership details for each Regional Tourist Board are available on request. Please note, completion of a Tourist Board Database Questionnaire does not constitute membership).

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Existing Participants

The Joining Fee does NOT apply to existing participants in the scheme.

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UK Occupancy Survey for serviced accommodation

summary report 2003



VisitScotland™

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BWRDD CROESO CYMRU
WALES TOURIST BOARD



Northern Ireland
Tourist Board

Marketing English Tourism

VISIT
BRITAIN

This report presents a summary of the main findings from the UK Occupancy Survey for Serviced Accommodation 2003, which is jointly commissioned by the four statutory tourist boards of the UK.

The report was written by Sue Tait on behalf of TNS Travel and Tourism.

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Contents

1. Main five year trends	1
1.1 Introduction	1
1.2 Bedroom occupancy	2
1.3 Bedspace occupancy	5
1.4 Weekend and weekday occupancy	6
1.5 Origin of Visitors	8
1.6 Occupancy by type of establishment	9
1.7 Occupancy by location of establishment	11
2. About the UK Occupancy Survey	13
2.1 Survey sponsors	13
2.2 Coverage of survey	13
2.3 Survey method	14
2.4 Full reports	15

1. Main five year trends

1.1 Introduction

This report summarises the main trends apparent from the individual surveys carried out in England, Scotland, Wales and Northern Ireland during the period 1999 – 2003 which have been aggregated to provide occupancy figures for the UK as a whole. In addition to this summary, fuller separate reports for the UK and for each National Board are available from the National Tourist Boards listed on page 15. Each board holds its own data from which this report was compiled, together with further details about occupancy according to the size and tariff of the establishments and average length of stay.

Throughout this report, when comparing the figures for 2003 with those for previous years, it must be remembered that the use made of serviced accommodation has been affected in recent years by a number of external events. Activities to mark the new millennium, including the opening of the Dome, took place in 2000; 2001 saw the outbreak of foot and mouth disease in the UK (starting in late February and with the effects felt until well into the summer months), and then the far-reaching events of 11th September 2001. 2002 was the year of the Queen's Golden Jubilee and the Manchester Commonwealth Games and in 2003 the conflict in Iraq and the outbreak of SARS in Asia both had a significant impact on international travel.

When reading the figures for March and April, it must be remembered that Easter fell in March in 2002 and in April in the other years examined here (although it was very early in April in 1999).

1.2 Bedroom occupancy

The 2003 UK annual average of 59 per cent was the same as that of 2002, two percentage points higher than in 2001 and one percentage point higher than in both 1999 and 2000. The four constituent countries, however, show differing patterns.

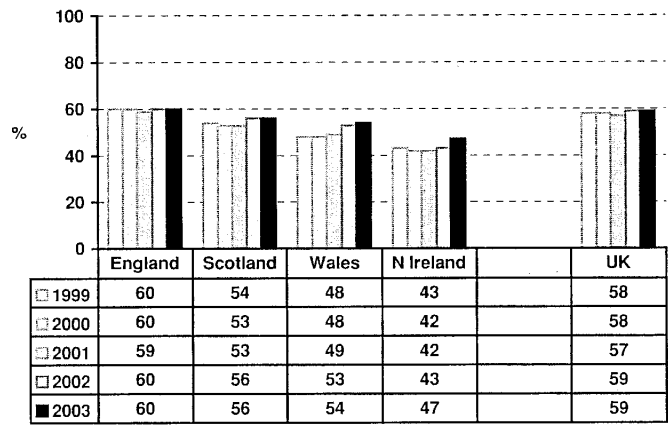
In Wales, annual average bedroom occupancy rose by one percentage point in 2003, continuing the upward trend shown in 2002 (following 3 years when the rate had remained more or less static).

In Northern Ireland, the annual average for 2003 was four percentage points higher than in 2002, with the figure fluctuating by one percentage point during the period 1999-2001.

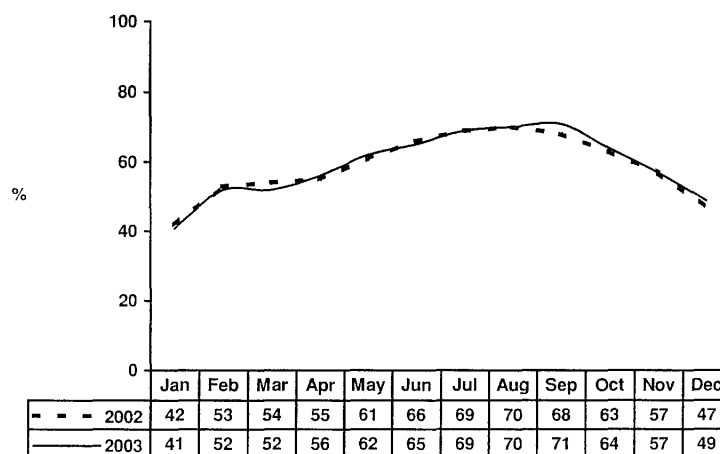
The 2003 figure for Scotland was the same as that of 2002, and was two percentage points higher than that of 1999.

England also recorded the same figure as in 2002 but was the only country where the 2003 figure was not higher than in 1999.

Fig. 1.1: UK and National: Annual Bedroom Occupancy 1999 - 2003



As far as the UK monthly figures are concerned, it appears that 2003 levels were generally slightly lower than in 2002 during the first three months of the year and in June, but were otherwise the same as or slightly higher than the previous year, with September showing a rise of three percentage points – although it must be remembered that year-on-year comparisons for March and April are difficult to make because of the influence of the Easter holiday (the dates of which vary).

Fig. 1.2: UK: Monthly Bedroom Occupancy 2002 and 2003

When compared with the levels four years previously (i.e. in 1999), figures for the early part of the year varied only slightly, but those for August to December showed an increase, with December 2003 figures being six percentage points higher than in 1999. Again there were differences between the four countries.

Monthly figures for 2003 in England varied little from those of 1999, except for December when the 2003 figure was five percentage points higher than in 1999.

In Scotland, 2003 figures were the same as or below those of 1999 for the months of March, June and July. All other months in Scotland saw an increase in figures when compared with 1999, with an increase of four percentage points in August and six in December.

In Wales, all monthly figures in 2003 were higher than in 1999, with the greatest increases (of up to 11 percentage points) being seen in the off-peak months.

Northern Ireland also recorded appreciable increases in all months (of up to 6 percentage points).

Table 1: UK and National: Bedroom Occupancy 1999 – 2003																									
	Bedroom Occupancy (%)																								
	England					Scotland					Wales					Northern Ireland					UK				
	99	00	01	02	03	99	00	01	02	03	99	00	01	02	03	99	00	01	02	03	99	00	01	02	03
January	45	43	47	44	43	33	31	34	36	36	26	27	29	36	35	30	28	30	31	31	42	40	43	42	41
February	53	53	55	55	54	43	41	42	45	45	33	38	38	45	44	35	36	38	39	40	50	50	52	53	52
March	56	55	56	56	53	47	44	43	49	47	39	40	38	48	47	37	37	38	40	41	53	52	53	54	52
April	58	59	55	56	57	50	50	48	50	53	46	48	43	51	54	41	45	39	42	45	55	56	53	55	56
May	62	62	61	62	62	60	59	58	62	63	54	53	55	58	60	47	50	46	50	51	61	61	60	61	62
June	66	67	68	66	65	68	65	64	67	66	58	57	57	63	61	52	52	53	51	56	66	66	66	66	65
July	70	70	68	69	69	69	67	65	70	68	64	64	62	64	66	48	46	45	46	50	69	68	67	69	69
August	69	70	70	69	69	75	75	75	78	79	68	68	67	67	69	54	52	55	52	60	69	70	70	70	70
September	71	68	67	69	71	68	63	66	68	70	62	58	59	64	65	54	51	50	50	57	69	66	66	68	71
October	65	64	61	64	65	55	56	55	58	58	51	50	52	56	56	46	41	43	43	50	62	62	60	63	64
November	60	57	56	59	60	45	45	48	49	47	41	40	46	48	47	42	38	39	38	44	56	54	54	57	57
December	46	49	48	49	51	33	37	41	40	39	34	36	37	40	40	30	31	31	29	35	43	46	46	47	49
April–Oct Average	66	66	64	65	66	64	62	62	65	65	58	57	56	60	62	49	48	47	48	53	65	64	63	64	65
July–Sept Average	70	69	68	69	70	71	68	69	72	72	65	63	63	65	67	52	50	50	49	56	69	68	68	69	70
Annual Average	60	60	59	60	60	54	53	53	56	56	48	48	49	53	54	43	42	42	43	47	58	58	57	59	59

1.3 Bedspace occupancy

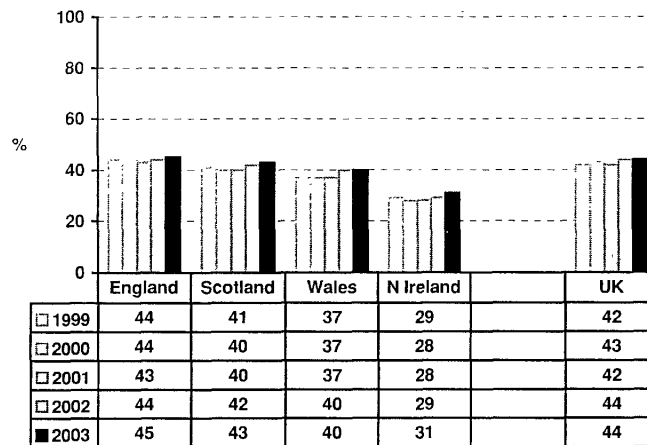
The difference between bedroom and bedspace occupancy is explained by single occupancy of double/twin rooms or, in some cases, empty beds in family rooms. A double room occupied by one person has 100 per cent room occupancy but only 50% bedspace occupancy.

Patterns of bedspace occupancy were broadly similar to those for bedroom occupancy, with the UK annual average bedspace occupancy of 44 per cent for 2003 being the same as that for 2002, an increase of two percentage points over the 1999 figure. These figures probably indicate a continuation of the small increase in family use of accommodation along with the corresponding small downturn in business use.

As with bedroom occupancy, average annual figures for England, Scotland, Wales and Northern Ireland showed slightly differing patterns, with only Northern Ireland recording an increase of more than one percentage point in annual occupancy when compared with 2002.

Annual average bedspace occupancy rose over the period 1999-2003 in all four countries, with the greatest increase being in Wales (3 percentage points).

Fig. 1.3: UK and National: Annual Bedspace Occupancy 1999 - 2003



	Bedspace Occupancy (%)																								
	England					Scotland					Wales					Northern Ireland					UK				
	99	00	01	02	03	99	00	01	02	03	99	00	01	02	03	99	00	01	02	03	99	00	01	02	03
January	29	29	29	29	29	21	21	21	24	24	18	18	19	23	22	17	17	18	18	19	27	27	27	28	28
February	36	36	36	37	38	29	28	30	31	31	24	26	28	32	30	21	23	23	24	26	34	34	35	36	37
March	37	39	37	41	37	32	30	30	35	32	28	28	26	36	33	24	23	23	26	26	36	37	35	39	36
April	41	44	40	40	43	36	40	37	37	41	35	38	34	36	42	28	32	26	28	31	40	43	39	39	42
May	45	46	44	45	47	45	44	44	48	49	41	41	42	44	47	32	33	30	33	35	45	45	44	45	47
June	49	50	48	52	49	52	51	50	54	53	45	44	44	50	46	35	34	35	35	37	49	49	48	52	49
July	54	54	52	55	54	58	56	53	57	58	51	52	50	51	52	35	33	32	34	37	54	54	51	54	54
August	56	57	56	58	58	63	62	63	66	68	58	58	58	58	59	40	38	41	39	46	57	57	57	59	59
September	52	51	50	52	54	53	50	53	53	55	47	45	45	47	49	36	33	33	34	37	52	50	49	51	53
October	47	47	45	47	48	42	41	43	42	46	38	37	39	41	40	30	26	28	28	33	46	45	44	46	47
November	41	39	39	42	41	30	30	32	34	33	29	28	34	34	66	26	22	24	24	27	38	36	37	40	39
December	33	36	36	37	38	25	27	29	28	28	25	26	28	28	29	19	20	21	19	23	31	34	34	35	36
April–Oct Average	49	50	48	50	51	50	49	48	51	53	45	45	45	47	48	34	33	32	33	37	49	49	47	49	50
July–Sept Average	54	54	53	55	55	58	56	56	59	60	52	52	51	52	53	37	35	35	36	40	54	54	52	55	56
Annual Average	44	44	43	44	45	41	40	40	42	43	37	37	37	40	40	29	28	28	29	31	42	43	42	44	44

1.4 Weekend and weekday occupancy

Overall average figures for the UK hide considerable differences in weekend and weekday occupancy.

Compared with 2002, all UK annual average figures for weekend and weekday bedroom and bedspace occupancy saw an improvement of one percentage point.

Over the period 1999-2003, weekend occupancy rates have increased slightly more than weekday rates – probably attributable to an increase in holiday weekend breaks combined with a slight downturn in business trade.

Fig. 1.4: UK and National: Annual Weekend Bedroom Occupancy 1999 – 2003

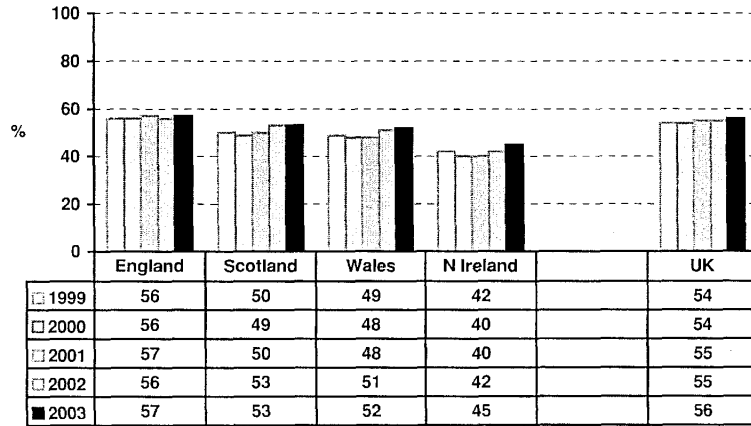
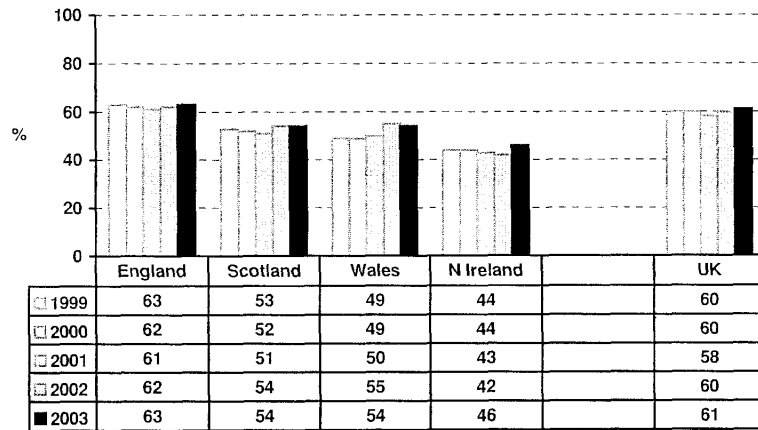


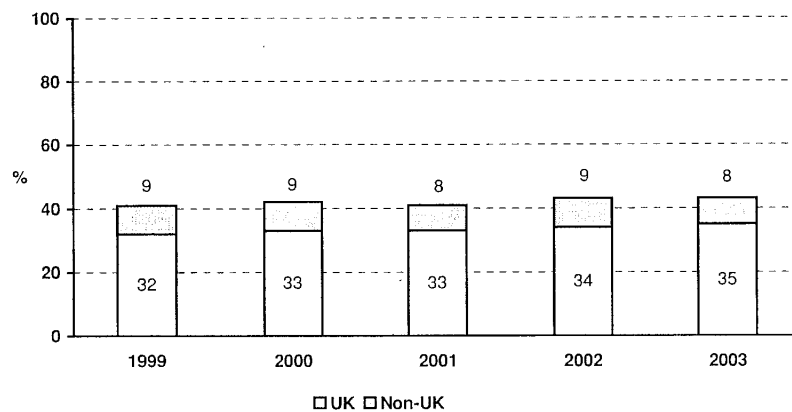
Fig. 1.5: UK and National: Annual Weekday Bedroom Occupancy 1999 – 2003



1.5 Origin of visitors

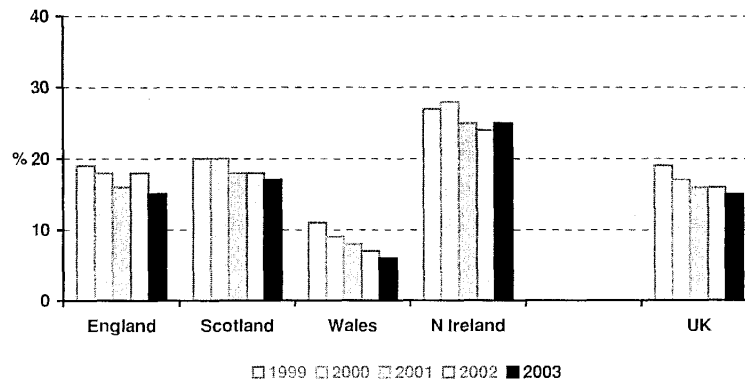
The 2003 annual average bedspace occupancy by non-UK visitors (8%) was one percentage point lower than in both 2002 and 1999, while the annual average bedspace occupancy by UK residents (35%) was one percentage point higher than in 2002 and three percentage points higher than in 1999. (These figures do not sum to the annual average bedspace occupancy figures for the UK as they are based on only those establishments able to differentiate between UK and non-UK visitors which is less than the total sample).

Fig. 1.6: UK: Annual Bedspace Occupancy 1999 - 2003 by Origin of Visitors



Just over one in seven (15%) of arrivals at serviced accommodation in 2003 were from outside the UK. This is four percentage points lower than the five year peak in 1999 (19%) and slightly less than the 2002 figure.

Only Northern Ireland showed an increase in the percentage of non-UK arrivals in 2003, while all four countries showed a fall when compared with 1999.

Fig. 1.7: UK and National: Annual Non-UK Arrivals as a Percentage of All Arrivals, 1999 - 2003

1.6 Occupancy by type of establishment

Most UK occupancy levels in hotels and bed and breakfast establishments showed a rise in 2003 when compared with 2002 – the exceptions being the annual average bedroom occupancy in hotels and both annual and April-October bedspace occupancy in bed and breakfast establishments which all remained as in 2002. Corresponding occupancy rates in guest houses all showed a fall (of 1 percentage point) when compared with 2002.

Hotels and bed and breakfast establishments have also both experienced a rise in average annual and April-October occupancy rates over the period 1999-2003 (except for April-October bedroom occupancy in hotels and April-October bedspace occupancy in bed and breakfast establishments which both remained at their 1999 level).

Guest houses on the other hand have experienced a slight fall in occupancy over this period (except for April-October bedroom occupancy which was the same in 2003 as in 1999).

Fig. 1.8: UK: Annual Bedroom Occupancy 1998 - 2002 by Type of Establishment

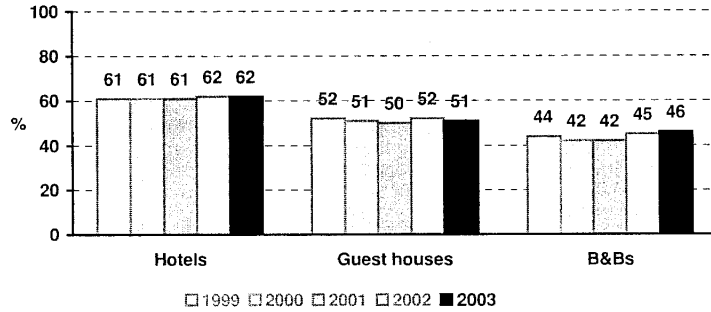
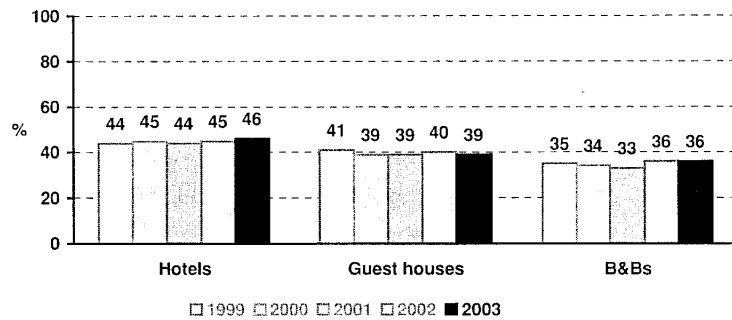


Fig. 1.9: UK: Annual Bedspace Occupancy 1999 - 2003 by Type of Establishment



On a national basis over the period 1999 to 2003, average occupancy levels in hotels and bed and breakfast establishments either increased or remained the same in all four countries except for annual bedspace occupancy in both England and Wales which decreased by one percentage point.

In contrast, occupancy levels (both bedroom and bedspace) in guest houses either increased or remained at their 1999 level in Scotland and Wales (with increases of 8 percentage points in Wales) but decreased in England and Northern Ireland.

Fig. 1.10: National: Annual Bedroom Occupancy 2002 and 2003 by Type of Establishment

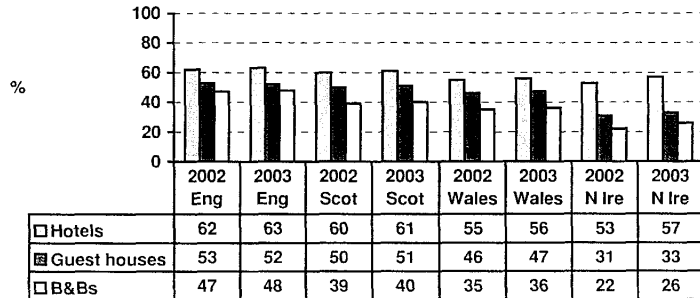
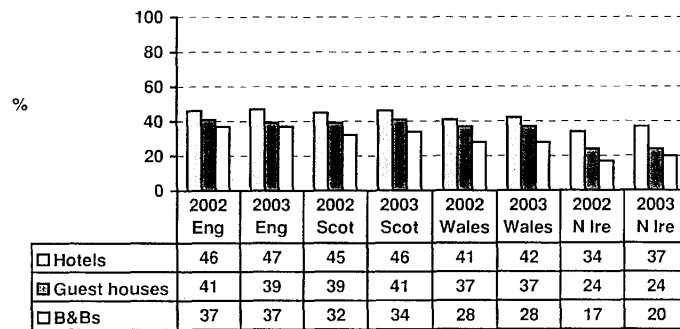


Fig. 1.11: National: Annual Bedspace Occupancy 2002 and 2003 by Type of Establishment



1.7 Occupancy by location of establishment

When compared with 2002, UK occupancy levels in all types of locations either increased slightly or remained at the same level.

Over the period 1999-2003, UK annual averages (both bedroom and bedspace) have increased in seaside and country/village locations.

Over the same period, average annual bedroom occupancy in urban areas (both city/large towns and small towns) remained the same. In contrast, annual bedspace occupancy in both types of urban locations increased slightly over the period 1999-2003.

Fig. 1.12: UK: Annual Bedroom Occupancy 1999 - 2003 by Location of Establishment

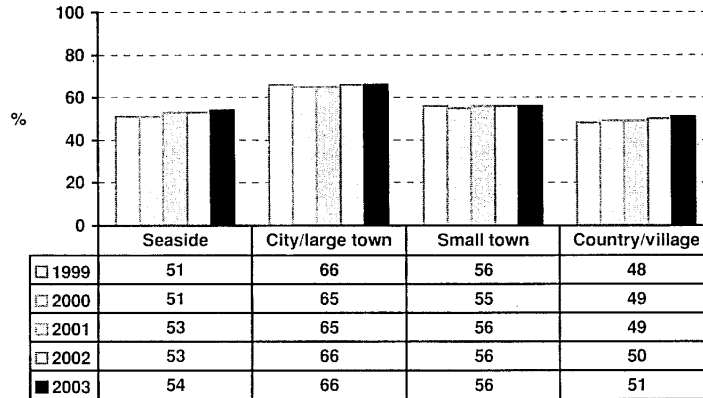
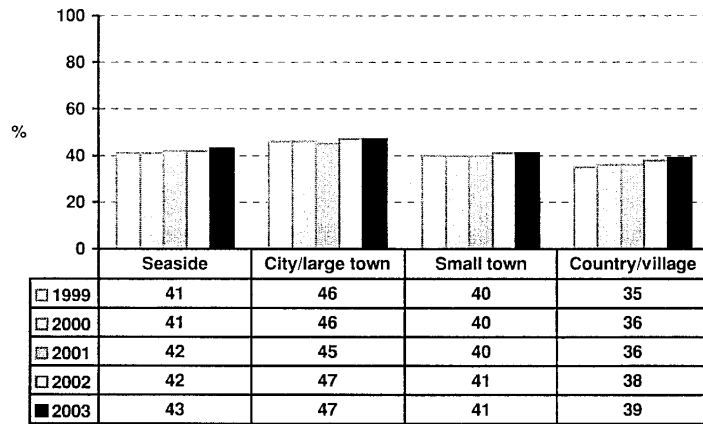


Fig. 1.13: UK: Annual Bedspace Occupancy 1999 - 2003 by Location of Establishment



2. About the UK Occupancy Survey

2.1 Survey sponsors

As part of the EU Directive on Tourism Statistics adopted in November 1995, the UK is required to submit monthly occupancy rates for hotels and similar establishments (i.e. serviced accommodation) to Eurostat, the statistical office of the European Community. Since January 1997 each of the four national tourist boards has been responsible for the implementation of an occupancy survey of serviced accommodation in its area, carried out according to a common specification and standard, thus ensuring the production of comparable occupancy data for the whole of the UK. In England this task is carried out by the regional tourist boards (co-ordinated by Visit Heart of England) under contract to VisitBritain.

TNS Travel and Tourism (formerly NFO WorldGroup) was appointed as the UK Survey Co-ordinator for 2002-2005 and collates the results from each of the national and regional surveys, combining them to produce occupancy rates for the UK as a whole.

2.2 Coverage of survey

The types of accommodation in the survey are those defined (in the EU Directive) as tourist accommodation which is arranged in rooms and where bed-making and cleaning services are provided. It therefore includes hotels (including motels, lodges and inns), guesthouses and private houses offering bed and breakfast to tourists (including farmhouses). It should be noted that only in Northern Ireland, where there is compulsory registration of tourist accommodation, is there a definition of the various types of accommodation. In England, Scotland and Wales the type was defined by each accommodation establishment itself in answering a questionnaire. Because the criteria are not objectively defined, the distinction between types is not always clear and may vary slightly.

In 2003 there were about 47,450 establishments of this type in the UK which were known to the tourist boards, with a total of almost 1.2 million bedspaces.

Figure 2.1: Distribution of total known accommodation stock: Number of establishments

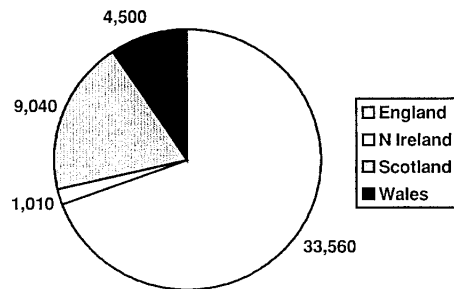
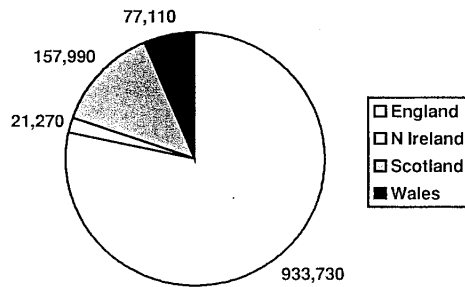


Figure 2.2: Distribution of total known accommodation stock: Number of bedspaces



2.3 Survey method

Tourist Boards invited establishments to provide data for the survey on a monthly basis and 5,000 establishments agreed to do so at the beginning of 2003. Each month between 2,881 and 3,747 returned data and the occupancy rates in the report are calculated from these monthly samples. Both the recruited samples (those establishments agreeing to provide data) and the analytical samples (those establishments returning monthly data) have been closely monitored during the year to ensure that the samples are as representative as possible of the known total stock.

The occupancy figures are calculated on the accommodation available each month - i.e. only open accommodation is included. In calculating figures for England and for the UK, the data has been weighted by the number of available bedspaces in each contributing area.

2.4 Full reports

The individual Tourist Boards produce a wide range of other, more local, information from their own surveys which is available directly from them. It should be noted that this locally-produced information may be based on slightly different samples from the UK Survey, depending upon the timing of the analysis. The following full reports are available from the national tourist boards. Orders should be sent including remittances.

UK Occupancy Survey for Serviced Accommodation 2003 *Price: £35 incl. p&p*

England Occupancy Survey for Serviced Accommodation: Annual Tables 2003

Both available from:
VisitBritain
Fulfilment Centre
Thames Tower
Black's Road
London W6 9EL

Wales Occupancy Survey for Serviced Accommodation 2003 *Price: £15.00*

Available from:
Wales Tourist Board
Brunel House
Cardiff CF24 OUY

Survey of Hotel Occupancy Annual Report 2003: *Free*

Survey of Guesthouse and Bed and Breakfast Accommodation 2003: *Free (available August)*

Both available from:
Northern Ireland Tourist Board
St Anne's Court
59 North Street
Belfast BT1 1NB

Scottish Accommodation Occupancy Survey 2003: Final Report *Price: £20.00*

Available from:
VisitScotland
23 Ravelston Terrace
Edinburgh EH4 3TP

附件六



- Home
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Accommodation Standards in England

VisitBritain, formerly the English Tourism Council, in response to consumer demand, has created quality standards for a wide sector of accommodation in England, which include:

- **Hotels** (including Townhouse, Travel Accommodation & Restaurants with Rooms)
- **Guest Accommodation** (including Guesthouses, B&Bs, Inns, Farmhouses)
- **Self-catering**
- **Holiday Home, Touring & Camping Parks**
- **Hostels**
- **Campus**
- **Holiday villages**
- **Hotel Boats & Hire Craft**

The National Quality Assurance Standards helps you to achieve the rating you want for your business - a rating easily understood by your guests. It also offers a wealth of other marketing, promotional and professional benefits. View the participation benefits of the VisitBritain National Quality Assurance Standards.

Stepping Stones
An initiative aimed at Local Authorities addressing the issue of quality in accommodation.

For further information, E:
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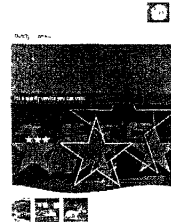


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- Research & Statistics
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- Home
- About Us
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- FAQs
- Site Map
- Search

Holiday Home, Touring and Camping parks: Star ratings

The rating for holiday home, touring and camping parks reflects the overall quality of the park and has been developed following extensive research into what visitors are looking for. A rating of one to five stars is awarded based on over 50 separate aspects including cleanliness, environment and the quality of facilities and services provided. The highest rating of five stars is reserved for those parks of exceptional quality which also provide specific key facilities and services.



[VIEW HOLIDAY HOME, TOURING & CAMPING PARKS STAR RATINGS SUMMARY](#)

Further information:

[British Grade Holiday Parks Scheme - Quality Assurance Standards \(PDF file 416KB\)](#)

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Hostel accommodation – including hostels catering solely for groups – are rated from one to five stars. Hostel accommodation is assessed for both quality and facilities including cleanliness, the friendliness and efficiency of staff, décor, furnishings and food (where provided). Bunkhouses and camping barns are also assessed, although they are not given a star rating. Both categories have to meet minimum requirements before they can use the designators Camping Barn or Bunkhouse.



What standards to expect at each rating level

One Star - acceptable overall level of quality

Two Star - good overall level of quality

Three Star - good to very good overall level of quality

Four Star - excellent overall level of quality

Five Star - exceptional overall level of quality.

Further information:

Hostel Accommodation - Quality Assurance Standards (PDF file 460KB)

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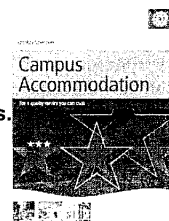
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- Home
- About Us
- Useful Contacts
- FAQs
- Site Map
- Search

Campus accommodation: Star ratings

Campus accommodation includes educational establishments such as universities and colleges with sleeping accommodation in halls of residence or student village complexes and may be serviced or self-catering accommodation. It is rated from one to five stars. Establishments must meet a minimum entry requirement for both the provision and quality of facilities and services, including fixtures, fittings, furnishings and décor.



Progressively higher levels of quality and customer care are provided for each of the Star ratings. The more Stars, the higher the overall level of quality.

What Standards to expect at each rating level

- One Star** - acceptable overall level of quality
- Two Star** - good overall level of quality
- Three Star** - very good overall level of quality
- Four Star** - excellent overall level of quality
- Five Star** - exceptional overall level of quality.

Further information:

Campus Accommodation - Quality Assurance Standards (PDF file 406KB)

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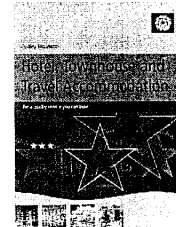
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- Useful Contacts
- FAQs
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Hotels: Star ratings

Awarded between one and five stars, the scheme focuses on quality including customer care, the range of services available, variety and standard of facilities. A one-star property will have at least 75% of bedrooms with en-suite or private facilities, while a five-star grading guarantees luxurious and spacious surroundings with the highest international quality of service and superb cuisine.



[VIEW HOTEL STAR RATINGS SUMMARY](#)

Town House Accommodation (4 & 5 Star only)

Includes small personally run town/city centre hotels, offering a high degree of quality, with superior bedrooms, suites and services.

Townhouses may or may not have public rooms or formal dining arrangements associated with hotels, but can offer high quality room service and are usually located in areas well serviced by restaurants. All Townhouses are rated four or five Star.

Travel Accommodation

Includes budget or lodge style accommodation usually purpose built, and close to main roads, motorways or city centre. There may or may not be public areas and a food and beverage outlet. Travel Accommodation can often form part of a motorway services operation.

Reception hours may be restricted and payment may be required on check-in with limited services provided. This style of accommodation provides a consistent level of quality and service. There is no Star rating for Travel Accommodation.

Restaurant with Rooms

Includes restaurant, bistro and brasserie operations. Establishments included in this sector will:

- normally be a maximum of 12 bedrooms, be clean and well maintained and generally reflecting at least the level of quality normally associated with a 2 Star Hotel.
- have a restaurant which is a local or national destination for eating out, and which is the principle operation within the establishment and is available to non residents for main meals on all days open.
- have an emphasis on food quality rather than extensive meals, all meals prepared with good technical skills with significant use of seasonal and local, fresh produce.

Gold and Silver Awards

Gold and Silver Awards are given to establishments achieving the highest levels of quality within their Star rating. While the overall rating is based on a combination of quality, range of facilities and level of services offered, the Gold and Silver Awards are based solely on quality across the whole operation.

Further information:

Hotel, Townhouse and Travel Accommodation - Quality Assurance Standards (PDF file 900KB)
Hotel, Townhouse, Travel Accommodation and Restaurant with Rooms - The benefits of participation (PDF file 366KB)

You will need Adobe Acrobat Reader to view these documents. [Download Adobe Acrobat Reader](#)



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- Home
- About Us
- Useful Contacts
- FAQs
- Site Map
- Search

Guest accommodation (including Guesthouses, B&Bs, Inns, Farmhouses): Diamond Ratings

Guest accommodation is rated using one to five diamonds. The diamond ratings reflect consumer expectations of the sector, with quality seen as more important to visitors than facilities and services. As a result, establishments are required to meet progressively higher standards of quality, cleanliness and guest care as they move up the scale.



[VIEW GUEST ACCOMMODATION DIAMOND RATINGS SUMMARY](#)

Gold and Silver Awards

Gold and Silver Awards are given to establishments that not only achieve the overall levels of quality within their Diamond rating, but also reach the highest levels of quality in specific areas identified by guests as being really important to them. Gold and Silver Awards reflect the quality of comfort and cleanliness found in bedrooms and bathrooms as well as the quality of service enjoyed by guests.

Further information:

- [Guest Accommodation - Quality Assurance Standards \(PDF file 457KB\)](#)
- [Guest Accommodation - The Benefits of Participation \(PDF file 346KB\)](#)

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[Back to Accommodation Standards in England page](#)



Market Intelligence
Advice & Opportunities

Research
& Statistics

Events
Calendar

Advisory Publications
& Training

Quality
Standards

Britain
Promotional Tool

- Home
- About Us
- Useful Contacts
- FAQs
- Site Map
- Search

Holiday Villages: Star ratings

Holiday villages are rated from one to five stars. A holiday village usually comprises a variety of types of accommodation with the majority provided in custom-built rooms (e.g. chalets, hotel rooms). A range of facilities and activities are also available which may, or may not, be included in the tariff. Properties must meet a minimum entry requirement for both the provision and quality of facilities and services, including fixtures, fittings, furnishing and décor.



What standards to expect at each rating level

- One Star** - acceptable overall level of quality
- Two Star** - good overall level of quality
- Three Star** - very good overall level of quality
- Four Star** - excellent overall level of quality
- Five Star** - exceptional overall level of quality.

Further information:

Holiday Villages - Quality Assurance Standards (PDF file 280KB)

You will need Adobe Acrobat Reader to view these documents. Download Adobe Acrobat Reader

[Back to Accommodation Standards in England page](#)



Market Intelligence
Advice & Opportunities

Research
& Statistics

Events
Calendar

Advisory Publications
& Training

Quality
Standards

Britain
Promotional Tool

Home

About Us

Useful Contacts

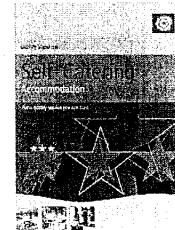
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Site Map

Search

Self-catering: Star ratings

Self-catering accommodation is assessed on its overall quality, including comfort, space, facilities and cleanliness. Minimum entry requirements include pricing and conditions of booking must be made clear, local information should be provided to help guests make the best of their stay, the establishment must offer comfortable accommodation with a range of furniture to meet guest needs, a colour TV (where signal available) at no extra charge and kitchen equipment to meet all needs.



Self-catering standards also apply to serviced apartments, which provide self-catering accommodation with additional elements including 24-hour concierge and five out of seven days daily cleaning services. Self-catering properties and serviced apartments are graded with stars.

VIEW SELF-CATERING STAR RATINGS SUMMARY

All Star-rated properties provide the following:

- high standard of cleanliness throughout
- pricing and conditions of booking made clear
- local information to help guests make the best of their stay
- comfortable accommodation with a range of furniture to meet guest needs
- colour television (where signal available) at no extra charge
- kitchen equipment to meet all essential requirements.

Further information:

Self-Catering - Quality Assurance Standards (PDF file 443KB)

Self-Catering - The benefits of participation (PDF file 288KB)

You will need Adobe Acrobat Reader to view these documents. Download Adobe Acrobat Reader

Agency Standard Launched

Following extensive consumer research and consultation with nearly 250 local authorities and 160 self-catering agencies, the Quality Accredited Agency (QAA) standard was launched in April. It has been developed in response to requests from agencies in the self-catering industry that there should be something to recognise the quality of service offered to owners and potential guests, in addition to individual assessment of all properties in the portfolio.

VisitBritain, in partnership with an industry group, has been working towards a Quality Accredited Agency standard to recognise the service offered to owners, potential guests and guests by agencies in the self-catering sector. The QAA standard has been developed to assess the quality of the policies, practices and procedures of agencies which provide self-catering properties to customers.

The policies, practices and procedures will be assessed for consistency and quality of customer care. The agencies should provide a service and end product that meet their customers' expectations and requirements and use a systematic approach. Recommendations will be made for improvements to help ensure guests are dealt with fairly and efficiently and that their expectations and requirements are met. The QAA standard will highlight agencies that are providing a quality customer service and who focus on their

customers' needs.

Agencies will be required to satisfy a five-stage quality check including a questionnaire, 'mystery shopper' research, interview of property owners, accompanied property visit and a follow-up agency visit to review issues arising from the first three stages.

The new scheme will complement VisitBritain's existing National Quality Assurance Standards (NQAS) and the Franchise Standard. QAA offers great value for money at highly competitive rates. There are additional benefits to those agencies who become or who continue to be 100% assessed under National Quality Assurance Standards and also gain QAA.

For further information please email feedback@visitbritain.org

View a PDF of the 'Quality Accredited Standard Information'

[Back to Accommodation Standards in England page](#)

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Market Intelligence
Advice & Opportunities

Research
& Statistics

Events
Calendar

Advisory Publications
& Training

Quality
Standards

Britain
Promotional Tool

Home
About Us
Useful Contacts
FAQs
Site Map
Search

Hotel Boats & Hire Craft

Hotel Boats

The purpose of the scheme is to identify and promote those Hotel Boats that the public can choose with confidence and, through a system of classification based on quality and facilities, acknowledge those Hotel Boats that provide higher quality standards and a wider range of facilities.

Rating

The rating actually awarded will allow for a balanced view of the Hospitality, Accommodation, Food, Efficiency and Services provided, with the emphasis placed heavily on Quality. A ratio expressed as 70% of the quality score and 30% of the facilities score will determine the final rating.

- **Quality Score**
 - All aspects of the operation are assessed and given a Quality Score during the assessment process.
 - An overall score for quality is established which is then converted to a percentage.
 - This percentage score is then used as a basis to determine the rating to be awarded.
- **Facilities Criteria**
 - Points are awarded for the number and type of facilities provided for guests on the boats. A percentage of the total points is used to help determine the rating to be awarded.

Further information:

[Hotel Boats Quality Assurance Grading Scheme 2004 \(PDF\)](#)

Hire Craft (Narrowboats & Broad Beam Boats)

The purpose of the schemes are to identify, and to promote by independent quality assessment, those hire craft that the public can choose with confidence and, through a system of facility classification, acknowledge those that provide a wider range of facilities.

Rating

The schemes set out criteria relating to equipment, facilities, guest comfort and quality provided of the boat being inspected. Five grades of award reflect the range of quality standards and facilities provided, indicated by one to five Stars. The final rating awarded is a mixture of progressively increasing facility requirements and the overall quality provided, with the emphasis placed heavily on quality standards. The assessment also includes inspection of the hire operator's yard facilities and customer care activities with an emphasis on cleanliness, as well as individual boat quality.

The final rating actually awarded will therefore allow for a balanced view of the Hospitality, Accommodation, Facilities, Efficiency and Services provided.

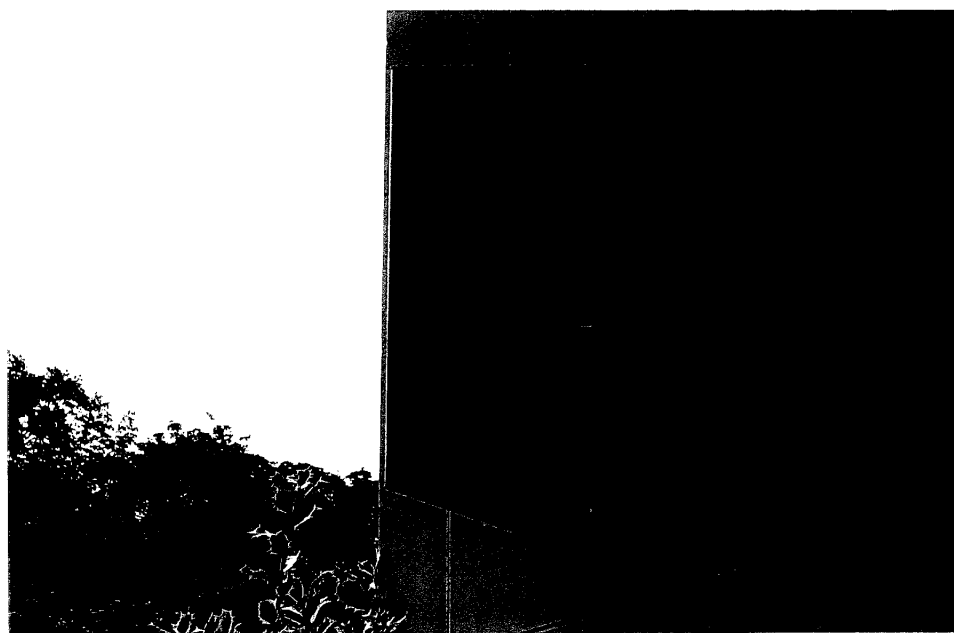
Further information:

[Hire Craft \(Narrowboats & Broad Beam Boats\) Quality Assurance Grading Scheme 2004 \(PDF\)](#)

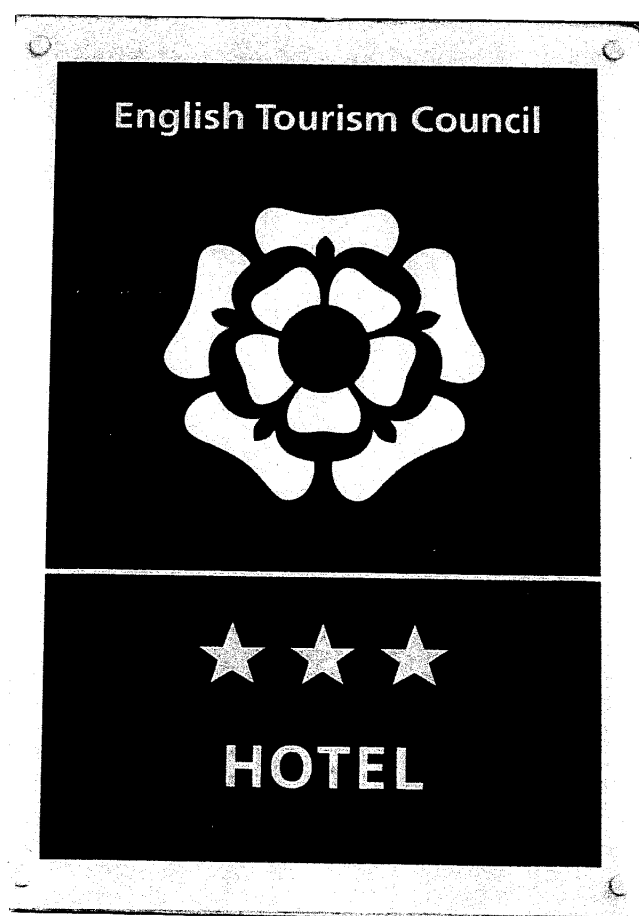
[Back to Accommodation Standards in England page](#)

附件七

附件七



汽車協會星級標誌



英國旅遊局星級標誌

附件八



The national quality assurance standards have given us the vision to look further to what we can achieve and motivated us to provide higher standards for our guests, which in turn has increased the profitability of our business. It has provided us with expert and impartial consultancy at a fantastic, value for money price.

Don Birch, Co-owner Beechwood Hotel, North Walsham

The assessment process

The diagram on the right shows how the process works from your initial application to the area centres, through the assessment by Unicorn Tourism, to the confirmation of your rating. Contact your local area centre to receive further information, they are listed on the tear-off slip.

The whole process should take about ten weeks for most types of accommodation. Please note that an initial overnight visit is required for all accommodation except self-catering, holiday parks and boats, group hostels, bunkhouses and camping barns.

How much does it cost?

Fees vary with each standard, the size of accommodation offered and prices charged. For example:

A single self-catering unit owned by a member of a RTB (25% discount) costs around £95. An additional joining fee of around £37 is payable in the first year. All prices are inclusive of VAT.

A three-bedroom B&B non-RTB member charging up to £25 a night pays around £160 a year. A joining fee of around £95 is payable in the first year and again all prices include VAT.

How does the assessment work?

Every participant receives a thorough assessment of their accommodation by an experienced assessor, followed by a detailed debrief and a comprehensive written report. This gives you objective feedback on your business – information you may not get from your guests.

The assessment gives you a rating against the NQAS for your type of accommodation, shown as one to five stars or one to five diamonds, depending on the sector.

The process

You apply using this leaflet for an application form and questionnaire which, once completed, is sent back with payment to the relevant area centre, giving details of the earliest convenient assessment date, if not immediately.

Area centres, who administer the standards on behalf of VisitBritain, create or update the database information on your property and send a visit request to Unicorn Tourism, who carry out assessments on behalf of VisitBritain.

within two weeks

Unicorn Tourism allocates an assessor to visit your property.

within eight weeks

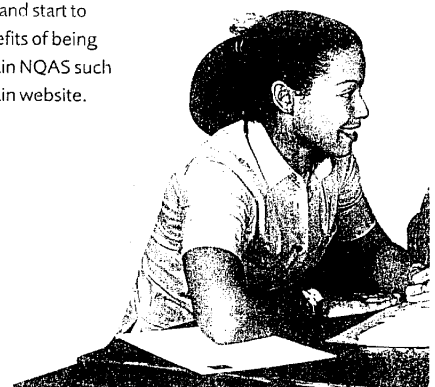
The assessor carries out the visit and on most occasions will be able to indicate at the time of the visit what your rating will be.

within 21 days

The assessor completes documentation and report of visit and sends to Unicorn Tourism.

Unicorn Tourism sends a statement by post confirming the rating achieved. You will also receive a certificate, bromide of the star or diamond logo, and a brochure giving advice on signage.

You receive your rating and start to reap the invaluable benefits of being a participant in VisitBritain NQAS such as entry on the VisitBritain website.



What are you waiting for?

Contact us today and you could soon be enjoying the enormous business benefits of being assessed under the VisitBritain NQAS. It will provide your customers with a guarantee of quality they can trust.

We are the experts – we are tourism professionals whose business is to help your business develop and flourish.

Simply fill in the form below and send to the area centre for your region (addresses overleaf).

Please send me more information about the VisitBritain NQAS and an application form.

NAME

ADDRESS

POSTCODE

TEL

FAX

EMAIL

WEBSITE

RTB member: (please tick)

Yes No

Please tick the type of establishment for which you would like more information:

Hotel	Holiday Village
Guest Accommodation	Boat
Self-Catering	VAQAS (Visitor Attraction)
Holiday Park	Please tick if you would also like to receive more information about the National Accessible Scheme
Hostel	
Campus	

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BREAK always

leisure breaks with individuality



central reservations: 0845 600 4 666



SWALLOW
HOTELS

1 April 2004 - 31 March 2005

Welcome to the Swallow Hotels Breakaways Brochure 2004/2005.

Swallow Hotels is one of the UK's leading hotel groups. Each of our hotels has individuality and all reflect our commitment to quality. With a choice of hotels situated in both city and rural locations you can be sure to find the perfect Breakaway for any occasion whether it be a romantic weekend, a short family holiday or a relaxing break where you can explore nearby places of interest.

Swallow Hotels offer superb levels of accommodation and facilities complimented by friendly, hospitable staff ensuring your stay is as enjoyable as possible.



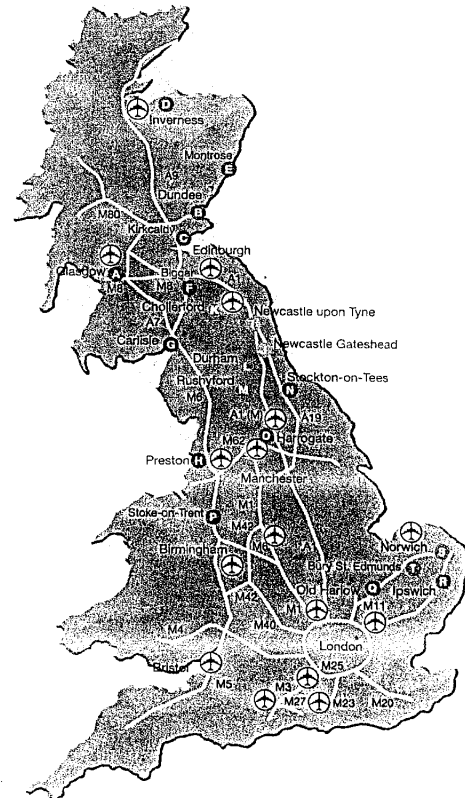
Now under new ownership, Swallow Hotels have recently launched a 'product improvement programme' which will improve our standards and level of service offered to all our Breakaways customers.

Swallow Hotels has also embarked on an ambitious growth programme with new hotels being added to the group throughout the coming year. See our coming soon section on page 33. To keep up to date with our new hotels please call our **Central Reservations** team on: 0845 600 4 666 or visit our website: www.swallowhotels.com

area/town	hotel	page
Glasgow	Swallow	13
Dundee	Swallow	14
Kirkcaldy	Swallow Parkway	15
Inverness	Swallow Craigmorie	16
Montrose	Swallow Park	17
Biggar	Swallow Tinto	18
Carlisle	Swallow Hilltop	19
Preston	Swallow	20
Newcastle upon Tyne	Swallow Imperial	21
Newcastle Gateshead	Swallow	22
Chollerford, nr Hexham	Swallow George	23
Durham	Swallow Three Tuns	24
Rushyford, South Durham	Swallow Eden Arms	25
Stockton on Tees	Swallow	26
Harrogate	Swallow St. George	27
Stoke-on-Trent	Swallow George	28
Old Harlow	Swallow Churchgate	29
Ipswich	Swallow Belstead Brook	30
Norwich	Swallow Nelson	31
Suffolk	Swallow Suffolk	see insert

new

new



Disabled guests

Some of our hotels have a complimentary wheelchair loan available for guests with disabilities. Please contact us to find out more details of our accessible buildings, hotels and facilities.

With the arrival of your check-in, please make your reservation.

Easy booking...

For more details or to book your stay at a Swallow Hotel, simply phone our Central Reservations team who will be happy to help you. Tel: 0845 600 4 666. You can also find out information about the hotels and book online by visiting: www.swallowhotels.com



Children Welcome...

We extend a warm welcome to families with children at each Swallow Hotel. Family rooms are available at most hotels and children under 16 sharing with an adult in one room can stay FREE on a bed and breakfast basis (there is limited availability

of family rooms in some hotels so please book early). All children staying in a separate room to the adult(s) will be charged at the full adult Breakaways' rate. Children's menus are available at most hotels and children under 16 can use the hotel's menu at 50% off adult prices. For safety reasons, we ask that children are accompanied by an adult when using the Leisure Club and they are not permitted to use the fitness equipment.

For terms & conditions and full booking details please see pages 34 & 35 for more information.

at a glance...

Hotel	Location	Page Number		City/Town Location	Rural Location	No. of Bedrooms	Lounge bar	Brasserie	Restaurant	Indoor Pool	Gymnasium	Spa	Sauna	Steam Room	Solarium*	Massage/Beauty*	Room Service	Free parking	Golf
Swallow Glasgow	Glasgow	13	3	•		117	•		•	•	•	•	•	•	•		•	•	
Swallow Dundee	Dundee	14	3	•		103	•		•	•	•	•	•	•	•		•	•	
Swallow Parkway	Kirkcaldy	15	2	•		31	•		•								•	•	
Swallow Craigmonie	Inverness	16	4	•		35	•	•	•	•	•	•	•	•	•	•	•	•	
Swallow Park	Montrose	17	3	•		57	•	•	•								•	•	
Swallow Tinto	Biggar	18	3		•	37	•		•								•	•	
Swallow Hilltop	Carlisle	19	3	•		92	•	•		•		•	•	•	•	•	•	•	
Swallow Preston	Preston	20	3		•	78	•		•	•	•	•	•	•	•	•	•	•	
Swallow Imperial	Newcastle	21	3	•		122	•		•	•	•	•	•	•	•	•	•	•	
Swallow NewcastleGateshead	Gateshead	22	3	•		103	•		•	•	•	•	•	•	•	•	•	•	
Swallow Eden Arms	Rushyford	23	3		•	45	•		•	•	•	•	•	•	•	•	•	•	
Swallow George	Chollerford	24	3		•	47	•		•	•	•	•	•	•	•	•	•	•	
Swallow Three Tuns	Durham	25	3	•		50	•		•	•	•	•	•	•	•	•	•	•	
Swallow Stockton	Stockton	26	3	•		125	•	•	•	•	•	•	•	•	•	•	•	•	
Swallow St. George	Harrogate	27	3	•		90	•		•	•	•	•	•	•	•	•	•	•	
Swallow George	Stoke-on-Trent	28	3	•		40	•		•	•	•	•	•	•	•	•	•	•	
Swallow Churchgate	Old Harlow	29	4		•	85	•		•	•	•	•	•	•	•	•	•	•	
Swallow Belstead Brook	Ipswich	30	4		•	88	•		•	•	•	•	•	•	•	•	•	•	
Swallow Nelson	Norwich	31	3	•		132	•		•	•	•	•	•	•	•	•	•	•	
Swallow Suffolk	Suffolk		3	•	•	41	•		•	•	•	•	•	•	•	•	•	•	

Swallow Hotels have graded their hotels to try and give customers an indication of the standards of accommodation and service they can expect to receive from a particular Swallow Hotel.

En-suite bedroom

Comfortable surroundings

Excellent customer service

Extensive facilities

Spacious public areas

Fine accommodation



✓

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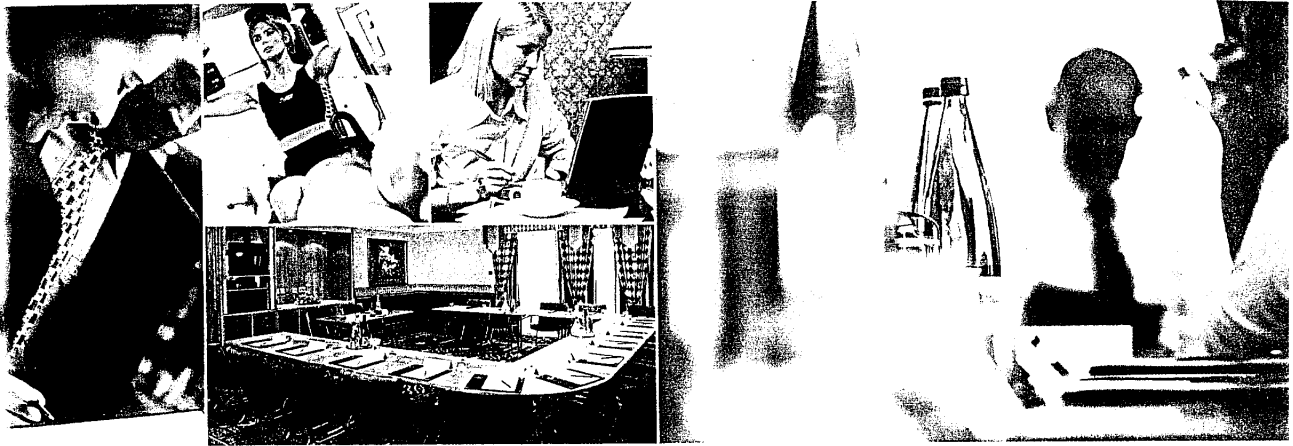
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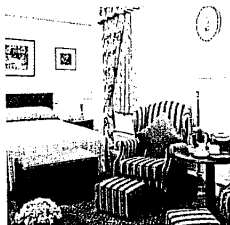
*An additional charge applies for these services



Seriously good for business



We take your business and ours very seriously. Our customers demand the best in meetings, conferences and banqueting and we deliver it.



Our reputation for hosting successful business events is renowned, and we make sure it's maintained through continual investment in the best staff and the best in modern facilities.

From roadshows, exhibitions, product launches and training, to meetings and formal receptions, our 14 Swallow Hotels throughout England and Scotland give you access to first class, fully equipped meeting space and great value for money at a venue that's close to you.

Booking Conditions

Please read this carefully before you book.

1 Prices

- 1.1 All prices quoted refer to a "per person, per night" rate (unless otherwise stated) and are based on 2 adults sharing a twin/double room. Single guests are always welcome, please call us for the relevant prices.
- 1.2 Different price bands may apply at different times of the year. These price bands relate to the date of arrival at the hotel.
- 1.3 Availability - please note that Breakaways are intended as holiday and not as business packages.
- 1.4 As all prices in this brochure are substantially discounted, there is limited availability of rooms at these rates so hotels reserve the right to limit the number of Breakaways taken. There may be no availability at particularly busy times of the year.
- 1.5 Some offers and packages are only available during certain months - each hotel entry gives full details.
- 1.6 Please note Breakaway rates are not available at Christmas and New Year - individual hotels will be able to advise you on Christmas and New Year package details and pricing.
- 1.7 Please check as soon as possible for availability, particularly regarding family rooms and other specific room types. We recommend early bookings to avoid disappointment. All bookings are subject to availability.

2 Single Rooms

- 2.1 Single rooms at the Breakaways or special B&B rates are available from Friday to Sunday inclusive. As Breakaways are not intended for business guests, we cannot offer these rates for single rooms from Monday to Thursday inclusive. All single rooms are subject to availability.
- 2.2 Single supplements are charged on longer holidays, and may be charged for single use of a double room or twin room.

3 Children

- 3.1 FREE accommodation and breakfast for children under 16 sharing their parent(s) room.* (subject to room type availability).
- 3.2 Children under 16 staying in their own room - each child pays the normal adult Breakaways' price on a bed and breakfast basis (subject to room type availability).
- 3.3 Children under 16 are not admitted to leisure clubs unless accompanied by an adult and adult supervision is required when children use the facilities within the club at all times. Children under 16 are not allowed to use the fitness equipment and it is not advisable for children under 12 to use the spa bath, sauna or steam room. Certain hotels have additional restrictions regarding the use of leisure facilities by children. A copy is displayed in each leisure club. The purpose of these terms and conditions is to ensure the well-being and enjoyment of all users.
- 3.4 Please note that while a child is staying in a Swallow Hotel, responsibility for that child's safety must lie with the parent(s) or guardian(s) at all times.
- 3.5 Breakfast is included in the Breakaways package although no other meals are included (unless otherwise stated) All meals are served in the restaurant, room service is available at an additional cost. Most Swallow Hotels have a children's menu or children under 16 can take dinner from the main menu at 50% of the list prices for a full portion.

4 Arrival/Check Out Time

- 4.1 Your room will normally be available from 2pm on the day of arrival. We recommend you telephone your hotel if you will be arriving before 2pm or after 6pm. Check Out time is 11am. See also "Cancellations".

5 Pets

- 5.1 Permission for pets to stay in a hotel is at the discretion of individual hotel managers. Please check direct with the hotel in advance if pets are permitted in the property. Pets are not permitted where food or liquor is served. Note, some hotels may charge a supplement due to extra housekeeping etc.

6 Credit/Debit Cards

- 6.1 Swallow Hotels accept most of the following credit/debit cards: American Express, Delta, Diners Club, MasterCard, Switch and Visa. (Please check with individual hotels for card acceptance).
- 6.2 If you have guaranteed your booking with your credit card, we reserve the right to charge you the full price of your stay if you do not cancel by 4pm on the day of your arrival.

7 Tourist Attractions

- 7.1 Some hotels offer free tickets to local attractions and they can advise you about opening times and times of reduced service, particularly Christmas and New Year. We accept no responsibility for the acts or defaults of third parties providing tourist attractions which are supplied in all cases by the third parties under their normal terms and conditions. There are no cash refunds available where free tickets to tourist attractions are not used. Free tickets to attractions are NOT provided for children unless the hotel specifies otherwise.

8 Sunday Night Offer

- 8.1 All hotels offer Sunday night's B&B or DB&B at 50% of the adult Breakaways' rate to guests who take a weekend dinner, bed and breakfast or weekend bed and breakfast break. This offer is only available to B&B or DB&B Breakaways guests who have been resident in the same hotel for both Friday and Saturday nights. (Please check with individual hotels for further information).
- 8.2 This Sunday night offer cannot be combined with any other offer or discount and is subject to availability.

9 Meal Plans

- 9.1 The meal plan for each hotel cannot be altered. For example, Sunday lunch cannot be switched for Sunday dinner.

10 Final Payment

- 10.1 You can pre-pay the package price with your confirmation of booking directly through the hotel. Payment of the full amount or the balance of the cost of your Breakaway must be made before you leave the hotel. This includes any extra charges incurred during your stay such as drinks, newspapers and telephone calls.

11 Amendments

- 11.1 If you wish to alter your booking in any way after it has been confirmed it is essential that the adjustment is confirmed in writing or by telephone direct to the hotel otherwise such alterations cannot be guaranteed.

12 Cancellations

- 12.1 With the exception of 5 and 7 night holidays, there is no charge to you if you cancel your booking up to 4pm on the day of arrival although prior notice of cancellation would be much appreciated. In the event of cancellation of the whole or part of your break or non-arrival after 4pm, Swallow Hotels reserve the right to charge the full price of the break.
- 12.2 In the case of 5 or 7 night holidays, they must be cancelled at least 7 calendar days in advance of the first night's stay; otherwise we will have to charge the full cost of the holiday.

13 Agents' Commission

- 13.1 Commission is payable to travel agents booking any of the holiday packages featured in this brochure, subject to our terms and conditions.

Other Information

14 Late Bookings

- 14.1 Bookings can be made up to and on the day of arrival, subject to availability.

15 Dinner Reservations

- 15.1 We advise you to make a dinner reservation when you make your Breakaways booking so that we are better able to provide your preferred dining time.

16 Breakaways Brochure Information

16.1 Although every effort has been made to ensure the accuracy of the information in this brochure at the time of printing, Swallow Hotels cannot accept responsibility for any errors or omissions and reserve the right to vary, amend or cancel any of the arrangements featured in this brochure should they find such alterations necessary.

17 Special Requests

17.1 Whilst every effort is made, unfortunately we cannot guarantee special requests.

18 Comments

18.1 If you are not happy with any aspect of your Breakaway, please contact the Duty Manager immediately to rectify the problem during your stay. If this does not improve the situation, please send your comments to our Customer Services Department, at Swallow Hotels Limited, 4 Clarendon Place, King Street, Maidstone, Kent ME14 1BQ. We take all customer comments very seriously.

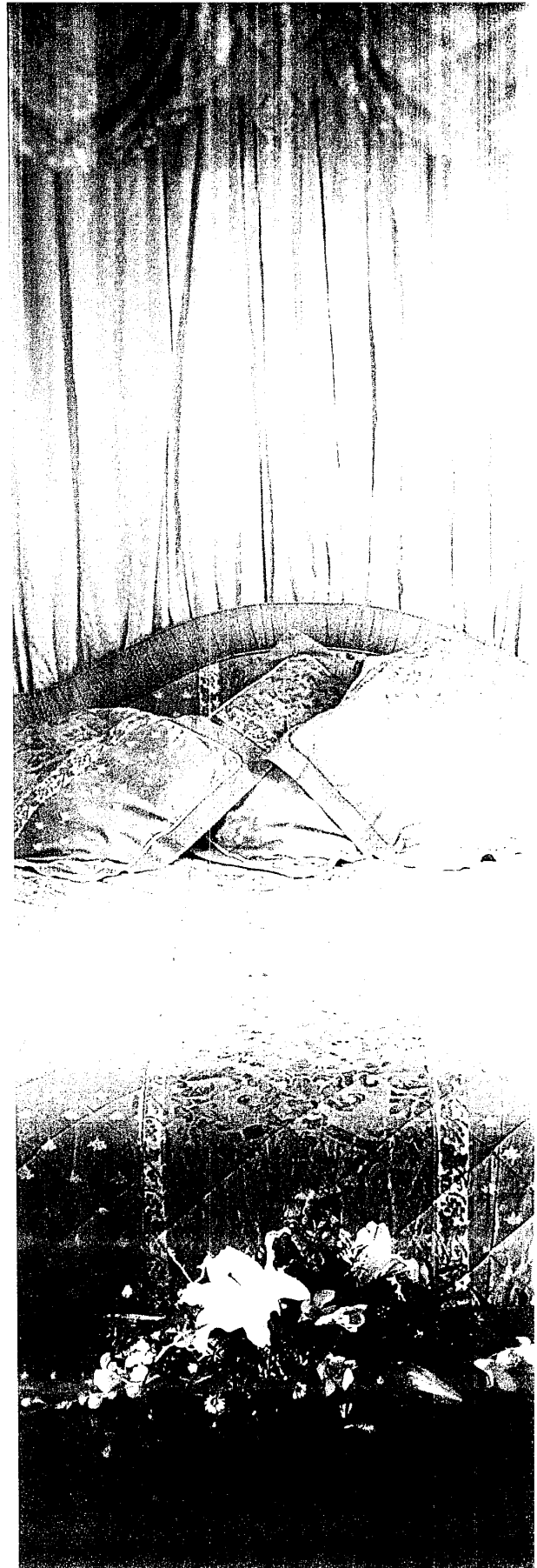
19 Liability

19.1 Please note that, other than with regard to personal injury, Swallow Hotels' liability for incomplete or non-performance or any breach of contract by any Swallow Hotel and/or third party will be limited to a maximum refund of the total price of the particular Breakaway package concerned. Under no circumstances will we accept liability for consequential or economic loss, or loss of profit.

How to Book

- 1 Once you have chosen your hotel, please call Central Reservations on 0845 600 4 666. Lines are open between 8am-8pm Monday to Sunday, including Bank Holidays (closed Christmas Day, Boxing Day and New Year's Day). At the time of booking you will be required to give your credit card/debit card details to secure your booking.
- 2 You may also secure your booking by email, fax or letter within 3 working days. See details of cancellations.
- 3 Your email, fax or letter of confirmation should include:
 - Your name, address and contact number
 - The number of adults and children under 16 staying
 - The hotel, dates of arrival and departure, as well as the type of room
 - Times of dinner reservations
 - Any special requirements e.g. Vegan diet
- 4 Alternatively you can book on-line by visiting us at www.swallowhotels.com

Central Reservations Office, PO BOX 26285, Ayr, KA7 3WW.
Tel: 0845 600 4 666

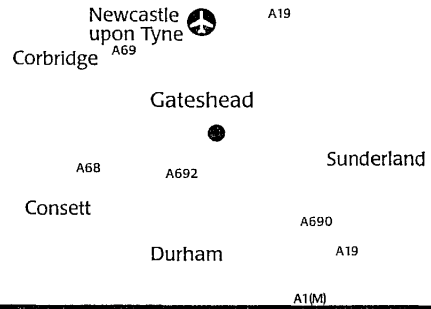


Newcastle Gateshead

Swallow Hotel

High Street West Gateshead NE8 1PE
Tel: 0191 477 1105 Fax: 0191 478 7214

The Newcastle Gateshead Swallow Hotel is a few minutes away from the much celebrated Tyne Bridge and the iconic Gateshead Millennium Bridge, which links you to Newcastle's bustling city centre.



There is so much to see and do in Newcastle-Gateshead from the many exciting art galleries, museums, theatres and medieval castle to sensational shops and restaurants. See some of the world's best known landmarks such as the Angel of the North as well as new visitor attractions such as the BALTIC, The centre of Contemporary Art. Only 10 minutes drive away is the well known MetroCentre shopping and leisure complex, an ideal place to visit for those shopaholics!

From the hotel's restaurant you can enjoy the panoramic views of the city and River Tyne whilst deciding what to choose from our tempting menu, which offers a range of delicious mouth watering dishes. Afterwards relax in the lounge bar or enjoy the delights of the city's nightlife with a host of bars and clubs to visit.

The hotel also provides a free leisure club with heated indoor pool, spa, sauna, steam room and solarium. For those with energy left to spare, you can take advantage of our fully equipped gymnasium.

hotel facilities

- Hadrian's Restaurant
- Lounge Bar
- Indoor Heated Pool
- Spa and Sauna
- Steam Room
- Solarium (at an additional charge)
- Gymnasium
- Free Parking

The affordable Leisure Break with Individuality and guaranteed standards of quality



Special short breaks are available, please see page 32 for more information.

directions

The hotel is located three miles from the A1(M). Take the A167 and follow the signs to Gateshead. Alternatively, the hotel is located one mile from Newcastle Central Station.

prices

£41.00 Bed and Breakfast

£57.00 Dinner, Bed and Breakfast

Single Supplement NIL

To make a reservation call:
0845 600 4 666



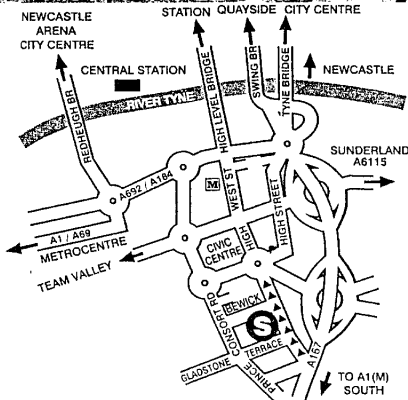
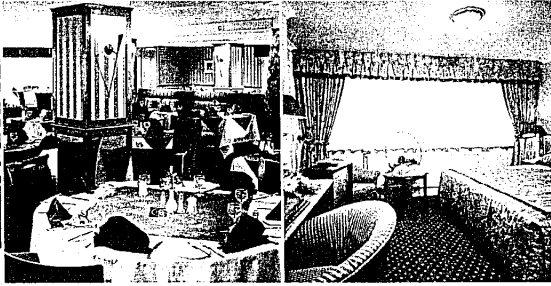
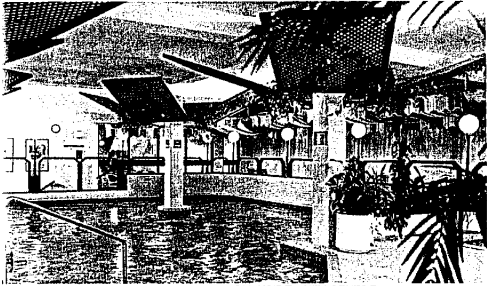
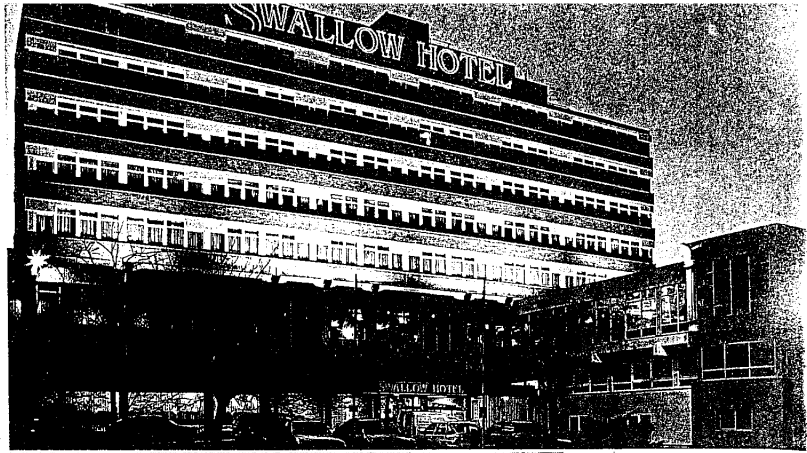
★
★
★

Newcastle Gateshead

Swallow Hotel

High Street West, Gateshead NE8 1PE
Tel: +44 (0)191 477 1105 Fax: +44 (0)191 478 7214

NORTH EAST CITY



How to get here

Three miles away from the A1(M). Take the A167 and follow the signs to Gateshead. Alternatively, the hotel is located one mile from Newcastle Central Station.

Contacting us

Reservations:

For bookings telephone the hotel Sales Office Monday-Friday during office hours. Out of office hours please telephone reception.

Website: www.swallowhotels.com

Email: gateshead.swallow@whitbread.com

Please note, all bookings are subject to Whitbread Hotel Company Terms and Conditions.

Situated only minutes from Newcastle city centre with excellent views over the redeveloped quayside areas of Gateshead Quays and Newcastle Quayside, this popular hotel is an ideal setting for national and international business delegations as well as a renowned venue for private receptions and functions, dinner dances and wedding parties.

There is secure parking for up to 100 cars and Newcastle Central Railway Station is only a five minute free shuttle bus drive away. Newcastle International Airport is 6 miles away with regular daily connections to London, UK cities and Europe. Delegates benefit from proximity to bustling Newcastle and a host of nearby leisure opportunities as well as great shopping in Newcastle's Eldon Square, Eldon Gardens and Gateshead's MetroCentre.

Refreshments and dining

Hadrian's Restaurant offers elegant surroundings and a wide variety of dishes including vegetarian and healthy options. The restaurant can cater for up to 150 guests at lunch or dinner, and Hadrian's Bar offers an informal and relaxed atmosphere for a pre-dinner drink or snack.

Catering can be arranged to suit your requirements either in the restaurant or in one of the conference rooms.

Bedrooms

All 103 bedrooms are well equipped with private bathroom, direct dial telephone, modem points, satellite TV, tea and coffee making facilities, hairdryer, iron and board. There are also 60 non-smoking bedrooms.

- 18 twin bedrooms
- 42 double bedrooms
- 15 executive double/twin bedrooms
- 24 single bedrooms
- 4 family rooms

Free leisure club*

There is a well equipped fitness club with qualified staff on hand to advise on the best exercise routines in an extensive and fully computerised gymnasium with cardiovascular and resistance equipment.

- Beauty Room (charge applies)
- Indoor heated swimming pool
- Sauna and steam room
- Spa
- Sunbed (charge applies)
- Gymnasium and relaxation area
- * Discounted charge applies for non residential and day delegates

Book Now on **0191 477 1105**

conference and banqueting

conference facilities

A comprehensive and flexible range of facilities for presentations, seminars, training courses and large banquets. Choose from the impressive Ravensworth Suite accommodating up to 350 delegates to the Mezzanine Suite ideal for parties of up to 8 people. Flip charts, overhead projector and screen are supplied. Other equipment such as LCD projectors can be provided at an additional charge.

Local attractions

- City of Newcastle
- Shopping at the MetroCentre
- Angel of the North
- Gateshead Millennium Bridge
- LIFE Interactive World
- Tyne and Wearside coastline
- BALTIC The Centre for Contemporary Art

Floor area / capacities

	The Ravensworth Suite	Lambton	Penshaw	Shiple	Bewick	Mezzanine Suite	Boardroom
Total Area:	332m²	212m²	120m²	135m²	185m²	18m²	33m²
Theatre	350	250	80	40	150	8	
Classroom	150	60	35	10	60	6	
'U' Shape	100	60	30	15	40	6	
Cabaret	230	150	70	24	96		
Lunch/Dinner only	350	150	70	20	130		12
Dinner Dance	270	100	-	-	120		-
Boardroom	100	60	40	20	50	8	12

The Ravensworth Suite

Accommodating up to 350 guests, with full air-conditioning, a large dance floor and adaptable lighting. There is a built in PA system and extended ceiling height for back projection with good natural light and blackout facilities. The suite has its own reception area and bar and can be divided into three separate sound-proofed function rooms – the Lambton, Penshaw and Shipley, ideal for training and seminars.

Bewick Suite

For a full range of banquets, receptions, exhibitions and presentations this ground floor suite has a superb reception

with separate seating and bar area providing extra privacy for dinner dances and a good registration point for delegates. It has a main street entrance for loading and unloading of equipment.

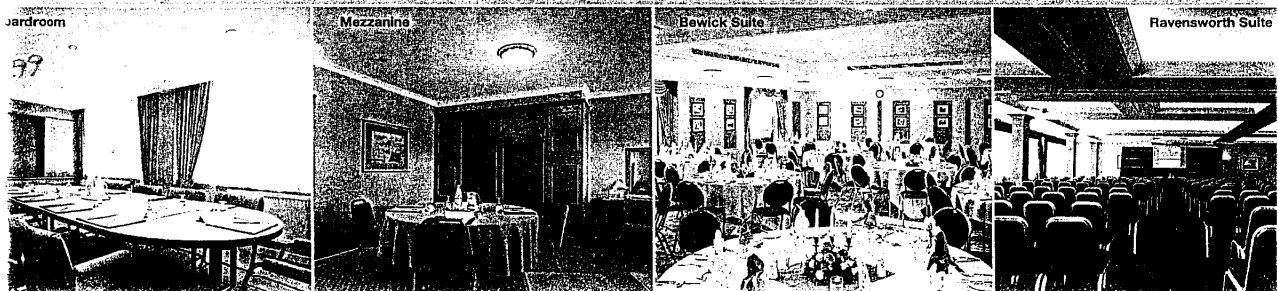
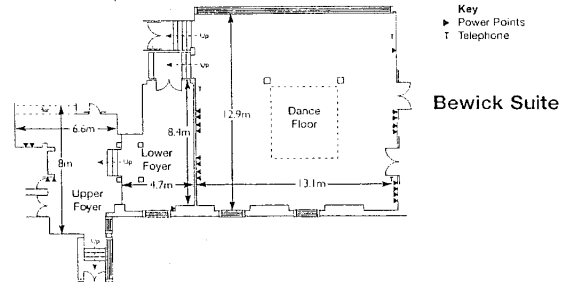
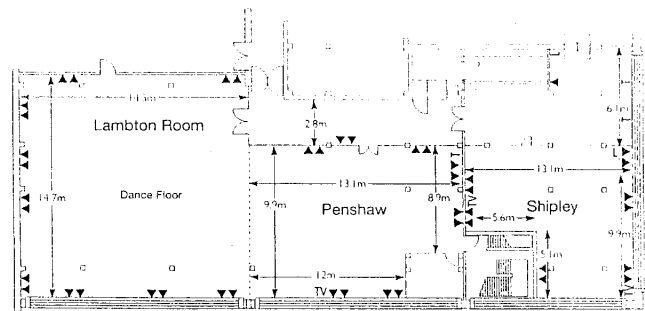
Mezzanine Suite

These four rooms are suitable for interviewing or private meetings up to 12 delegates.

The Boardroom

Ideal for small parties of 12 or less, with plenty of natural daylight and blackout facilities for slide/video presentations.

Ravensworth Suite



TELEVISION INFORMATION

CHANNEL	STATION	PLEASE NOTE:
1	- BBC1	<i>EACH MONDAY AT 1230PM THERE WILL BE A FIRE ALARM TEST. THERE IS NO NEED TO EVACUATE UNLESS THE SIRENS DO NOT SILENCE</i>
2	- BBC2	
3	- ITV	
4	- Channel 4	
5	- Channel 5	
6	-	
7	- Sky Sports 1	<i>If you have Laundry to collect please inform Reception by 9.00am</i>
8	- Sky Sports 2	
9	- Sky Sports 3	
10	- Nicolodeon (Film Four)	<i>THANK YOU</i>
11	- Metro Radio	

TELEPHONE INFORMATION

<i>IN EMERGENCY</i>	-	<i>Dial #0</i>
<i>Outside Line</i>	-	<i>Dial 9</i>
<i>Other Rooms</i>	-	<i>Dial Room Number</i>
<i>Operator/Reception</i>	-	<i>Dial 0</i>
<i>Morning Call</i>	-	<i>Dial #10 and then the time you require an alarm call (for example 7.15am would be 0715) then wait for the tone before replacing receiver</i>
<i>Baby Listening</i>	-	<i>Dial ###0 and leave the receiver off the hook. To listen in from another room or from bar telephone Dial *** and room number</i>
<i>Room Service</i>	-	<i>Dial #2</i>

Prices: Local Call (*Land Line*) = 03.36p per minute
(16.08p per 5 min call)
Mainland Europe (*Land Line*) = 24.19p per minute

*For Television Information
please see overleaf...*



Dear Hotel Guest

Can you imagine how many tons of towels are unnecessarily washed every day in all the hotels all over the world and the monstrous amount of washing detergent required, which in turn, pollutes our water?

For the sake of our environment, please help us to help reduce the pollution.

For towel exchange: Please leave dirty towels in the bath tub.

For continued use: Please leave towels on the towel rail.

(If you prefer alternative toiletries, supplies are available on request from Housekeeping)

A big **“thank you”**
for helping protect the environment.



Please Give Us Your Comments...

SWALLOW HOTELS

Dear Guest

Thank you for choosing our hotel for your stay. Below is a survey for the housekeeper to pick up in the morning when your room is cleaned. If you have had any areas of concern that you would like to bring to our attention, please call us as soon as possible. We appreciate your assistance in helping us serve you with the highest standards possible.

Yours sincerely

Hotel General Manager

		Excellent	Very Good	Good	Poor
During this stay, how satisfied were you with our hotel.					
1	Outside Appearance of the hotel (<i>signage, grounds, buildings, car park</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Reception Condition/Attractiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Service at Check-in (<i>friendly, efficient, prompt</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Guestroom/Guestbath				
	■ Overall Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Guestbath Facilities (<i>Amenities, hot water</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Heating (<i>Quiet, Efficient</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Bed/Pillow Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Television/Radio/Remote Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Condition of Furniture (<i>Dresser, chairs, table</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Condition of Bedspread/Curtains/Carpet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Room Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Service of Hotel Staff				
	■ Responsive to your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Friendliness of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Professional Attitude & Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Restaurant				
	■ Did not use <input type="checkbox"/>				
	■ Quality of Food/Beverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Restaurant Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Value for price paid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Telephone Services (<i>Wake-up calls, messages, long distance/local services</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Lighting (<i>Brightness, good working order</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Hotel Safety & Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Leisure				
	■ Did not use <input type="checkbox"/>				
	■ Quality of Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	■ Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Accuracy of Billing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Service at Check-out (<i>Friendly, efficient, prompt</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Value Received for Price Paid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	All things considered, please rate your Overall Satisfaction with this hotel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Would you recommend this hotel to a friend or business associate	<input type="checkbox"/> Yes	<input type="checkbox"/> Maybe	<input type="checkbox"/> No	
16	How did you hear about Swallow hotels _____				

Name of guest _____ Date _____ Room No. _____

Comments _____

Room Service, Bar & Lounge
(£2.00 Room Service Delivery Charge)

SERVED FROM: 11.30am-2pm & 6.30pm-9.30pm

Chef's Home-made Soup of the Day *(Please enquire)* £3.95

Spicy Chicken Wings
served piping hot in a barbecue sauce
£4.95

Hot Chicken Breast and Bacon served in a Toasted Sandwich
with mayonnaise and crisp lettuce, accompanied by French fries
£9.00

Slices of Hot Beef in Rich Gravy served in a Ciabatta Baguette
accompanied by French Fries
£9.00

Beef Burger and Chips
served with a crisp lettuce garnish
£8.00

Chilli Con Carne served with Boiled Rice
£7.75

Deep Fried Cod Fillet served with French fries and Mushy Peas
£10.95

Savoury Potato Wedges
topped with melted cheese
£4.00

Side Orders

French Fries, Jacket Potato, Mixed Salad, Garlic Bread, Vegetables of the Day
£2.50 per order

TO FINISH

Chef's Dessert of the Day *(Please enquire)* £4.50

Selection of Ice-Cream £3.95

TODAY'S SPECIAL DISHES

For a range of recommendations from our dinner menu
please contact Hadrians Restaurant
(Available 6.30pm - 9.30 pm)

AVAILABLE 24 HOURS

Ideal for those late night munchies

Chef's Home-made Soup of the Day *(Please enquire)* £3.95

Baked Jacket Potato
Accompanied by:
Grated Cheese £4.75
Tuna Mayonnaise £4.75
Chunky Chicken & Mayonnaise £5.50

SANDWICH MENU

Please choose one of the following fillings in
white or brown bread, served with crisps:

Cheddar and Branstion Pickle £3.95
Tuna Mayonnaise £3.95
Home Cooked Ham & Pease Pudding £4.30
Home Baked Roast Beef & Horseradish £4.30
Chunky Chicken Breast & Mayonnaise £4.50

COSTA COFFEE

(Available 10am until late)

Cappuccino
Espresso
Mocha
Double Latte
Hot Chocolate
All at £1.75 per regular cup

or with

Warm Danish Pastries or Muffins £3.00

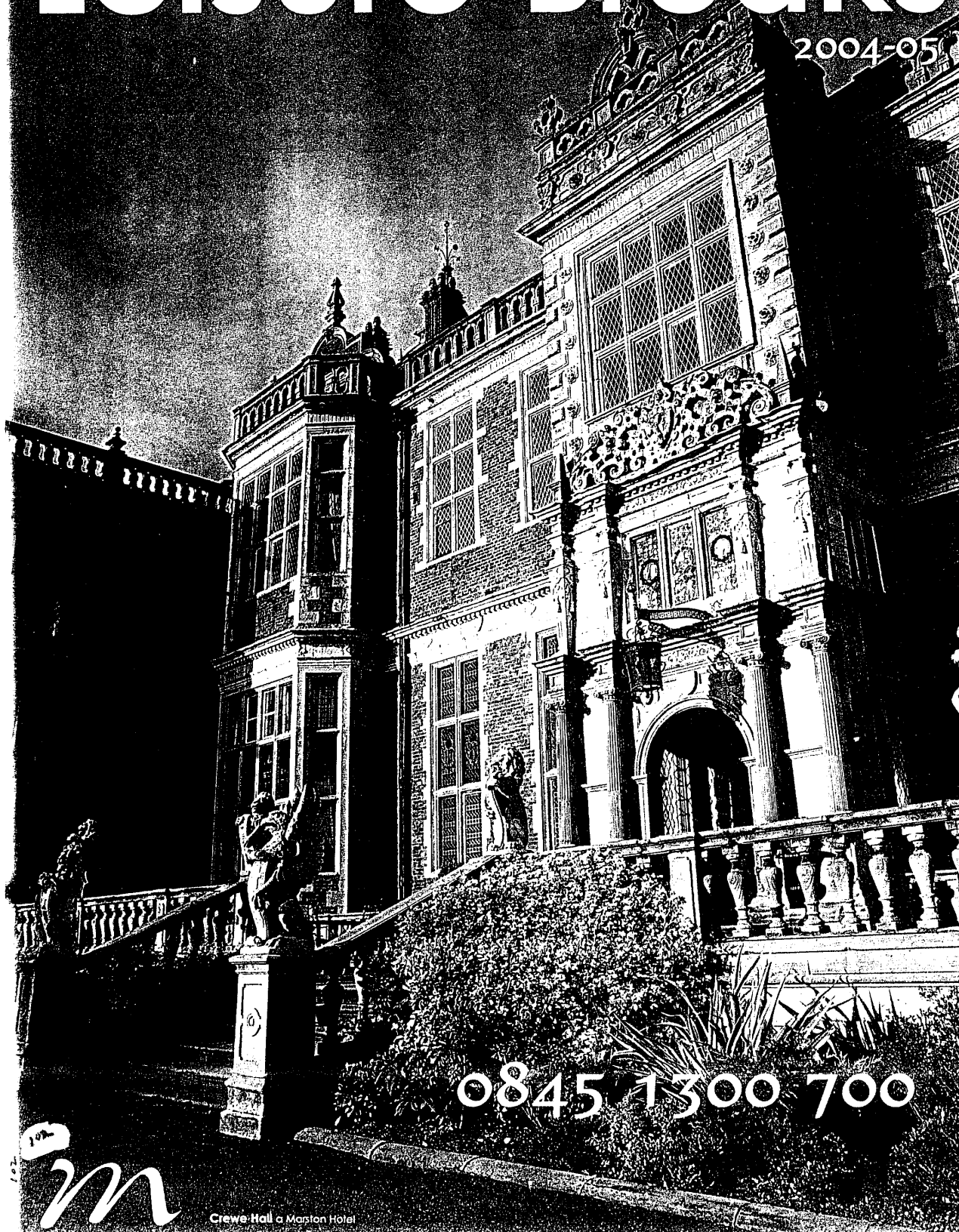
English Breakfast Tea £1.50

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MARSTON HOTELS

Leisure Breaks

2004-05

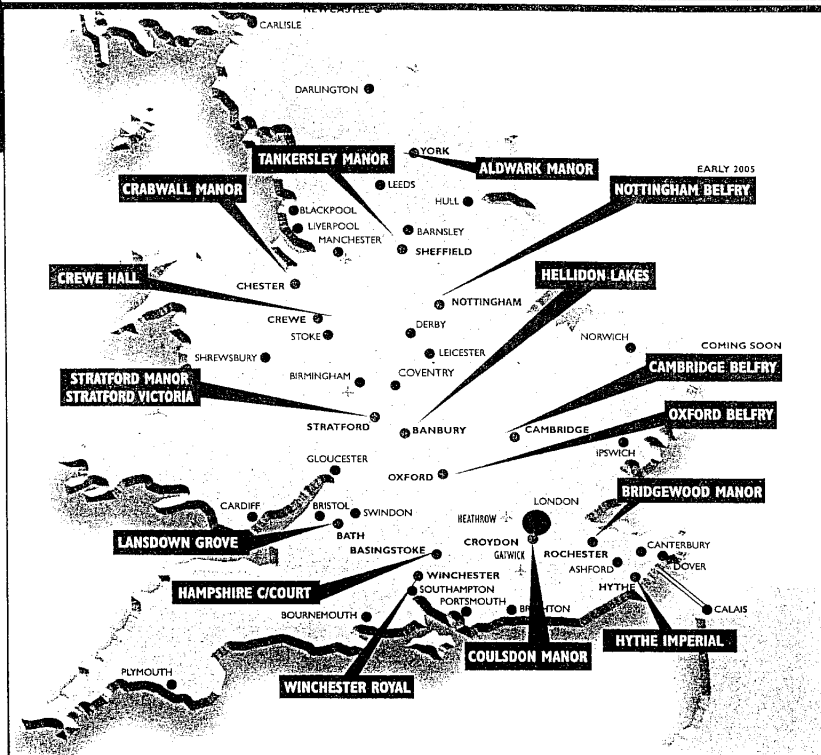


0845 1300 700

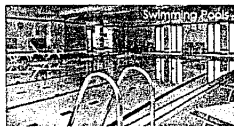


Crewe Hall a Marston Hotel

MARSTON HOTEL locations

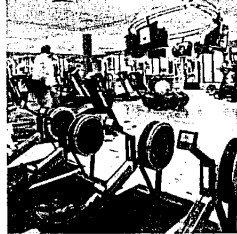
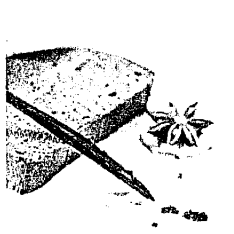


AA HOTEL GROUP OF THE YEAR 2002/2003



Fine Dining

Gymnasiums



CONTENTS

Welcome	3
Couples, groups, families and singles	4
Marston Seasonal Breaks	5
Activity Breaks	7
Golfing Breaks	9
Tennis Breaks	11
Reflections Leisure Breaks	12
Spa Breaks	13

The Hythe Imperial	15
Bridgewood Manor	17
Coulsdon Manor	19
The Hampshire Centrecourt	21
The Oxford Belfry	23
The Cambridge Belfry	25
Hellidon Lakes	27
Stratford Manor	29
Stratford Victoria	31
Crewe Hall	33
The Chester Crabwall Manor	35
Tannersley Manor	37
Aldwark Manor	39
The Winchester Royal	41
The Lansdown Grove	43
Much much more	45
Marston Privilege Club	46
Culinary Experience	47
Terms and Conditions	48
Leisure Break Tariffs and Dates	49

We would like to thank the Iussauds group, E'spa the Cambridge and Bath Tourist Boards and Legoland for their help and photography

ALL INFORMATION THOUGHT TO BE CORRECT AT TIME OF PRINTING

BOOK NOW tel: 0845 1300 700 www.marstonhotels.com



the promise of a warm welcome

CHILDREN PLUS Children are welcome at all Marston Hotels. Look out for the **ChildrenPLUS** symbol which indicates an hotel with extra facilities. Organised activities are available during the main school holidays at The Hythe Imperial and Hampshire Centrecourt. We have negotiated many savings with local attractions. Often children are admitted free when accompanied by an adult.

CHILDREN FREE Children aged 16 years and under sharing parents accommodation are charged only for meals taken. Children aged 16 years and under sharing with one adult or in separate rooms are charged at 50% of the adult rate.

ACCOMMODATION

All our hotel bedrooms have private bathrooms, satellite tv, tea and coffee making facilities, hairdryers and trouser presses. Many hotels offer a choice of suites, half testers or four posters and some have suites with luxurious spa bathrooms; as well as family rooms and rooms which can accommodate a cot or extra bed.

PLACES TO VISIT

We list the popular attractions on the individual hotel's page and will be very pleased to assist you in planning your break. Discovery Breaks are an ideal way of making the most of your break as are City Sightseeing buses and a Bath or York pass.

FINE DINING

Superb table d'hôte menus are available at all hotels, or for a small supplement choose from the à la carte menu. The Terrace bistros and bars also offer snacks throughout the day. You can start your day with a hearty full English breakfast as well as an interesting and varied choice from the buffet, including fruit and cereals.

Children are well catered for with their own special menus and early meal times, or can dine with parents and choose from the table d'hôte menu.

Special dietary requirements can be catered for if you advise us in advance.

REFLECTIONS SPA AND LEISURE

You may enjoy free access into the Reflections Leisure Clubs whilst you are a guest. Take a swim or a massage, whatever suits you. Some facilities carry a token charge.

MARSTON LEISURE BREAKS

A Marston Leisure Break offers exceptionally good value for money for a minimum of two nights in a 3 or 4 star hotel. Prices are based on 2 people sharing a twin/double room with dinner, bed and breakfast included.

BED AND BREAKFAST

At weekends (Friday - Sunday) we now offer a bed and breakfast price for one or more nights, allowing you the option to take your evening meal in the hotel if you so wish.

SUNDAY PLUS

Make the most of your leisure time on Sunday before you depart. 'Sunday Plus' enables you to keep your room until 5.00pm (subject to availability) and enjoy Sunday lunch for £19.50 per adult plus half portions for children at half price.

EQUIPMENT

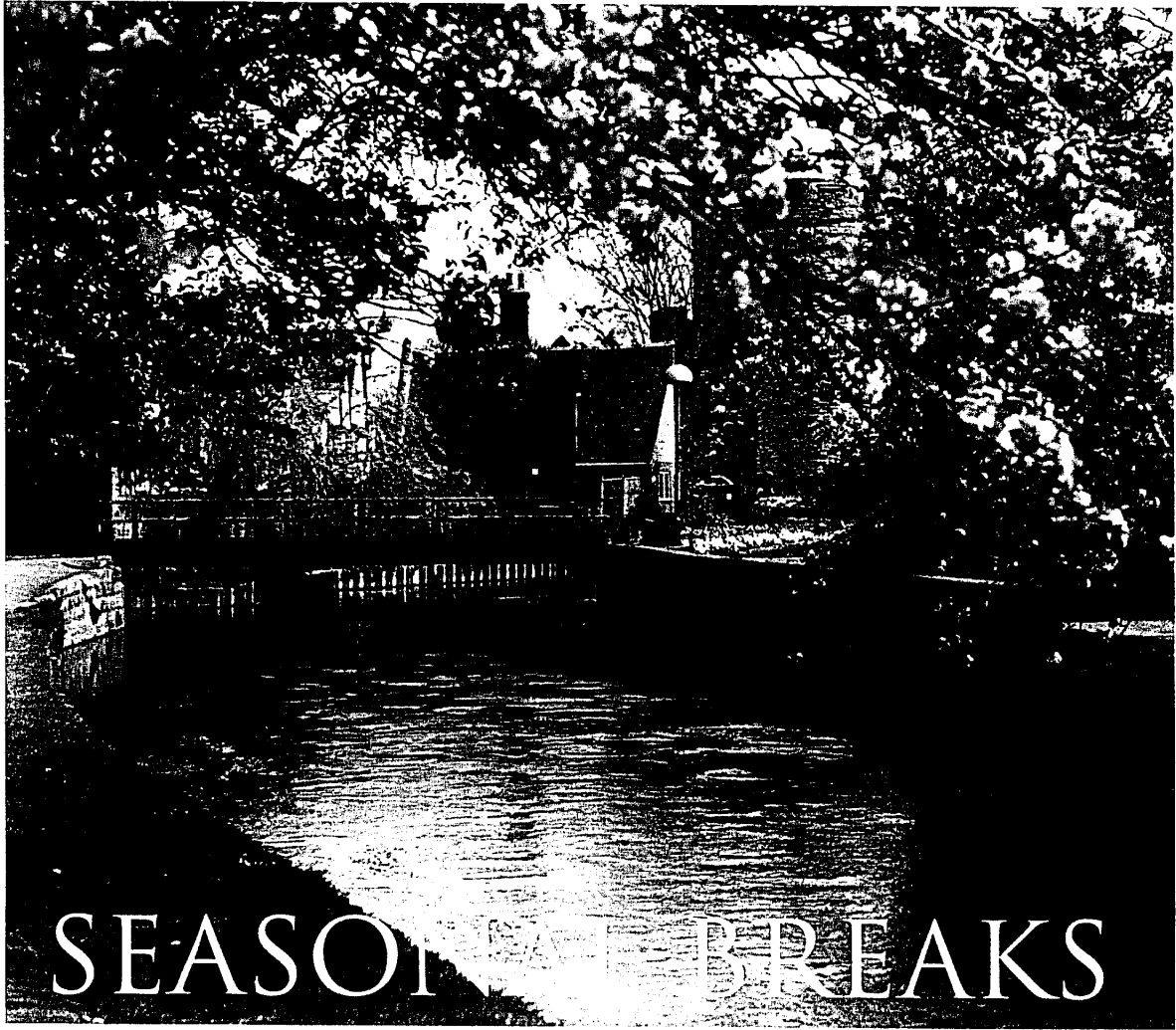
Cots, highchairs, baby care packs and children's fun packs are provided free of charge. A baby sitting service is also available (see Terms and Conditions).

3

friendly, pleasant
personal, award
winning restaurants,
quality accommodation

BOOK NOW tel: 0845 1300 700 www.marstonhotels.com

102



SEASONAL BREAKS

A 3 night Easter Break is a good prescription for everyone after the winter months. Spring is in the air, birds are singing and there is a sense of excitement. A 3 night break at one of our hotels is better than any other spring clean. With quiet restful breaks or family action packed breaks, explore the English countryside or famous cities and towns.

MAY BANK HOLIDAYS

At the beginning and end of May, there is a chance to escape and take a little time to enjoy yourself with your partner or family. There will be plenty to do in and around the hotel. Enjoy the excellent food, friendly service and hotel facilities.

Look out for our special summer savers - giving you the chance to take a break at any of our hotels at even better

value for money than usual. A relaxing summer break at the coast, strolling around the sites of an historic city, or simply enjoying the leisure facilities and fine food on offer. These special rates are usually available in July and August (excluding Bank Holidays). Discounts differ and are subject to availability. Full details are available in our special leaflets, telephone 0845 1300 700 to get yours.

WINTER WARMERS

When winter sets in and the short dark days make us feel sad and lifeless, don't despair. Simply book a winter warmer at any of our hotels and take time to have a little fun. Enjoy the bracing sea air, play golf, work out in a gym, or pamper yourself with a beauty treatment - the list is endless. At our special winter warmer prices you can enjoy this luxury more than once!

Our special rates are usually available from November to February (excluding Christmas, New Year and other Bank Holidays). Discounts differ and are subject to availability. Full details are available in our special leaflets, telephone 0845 1300 700 to get yours.

Festive Breaks

SHOPPING SPREE 1st - 22nd Dec 2nd - 12th Jan

If you are looking for that extra special Christmas gift why not make your foray as pleasant as possible. Many of our hotels are close to some of the country's best shopping centres and if you are planning a trip to the continent we have 2 hotels just minutes from the tunnel and ferry ports. At the end of a busy day what could be nicer than relaxing in the comfort of a well equipped leisure club or taking afternoon tea in a comfortable lounge, followed by a leisurely dinner in the restaurant.

A shopping break is based on one night's accommodation for two people in a twin/double room and includes full English breakfast. Available from 1st - 22nd December 2004 and 2nd - 12th January 2005.

CHRISTMAS BREAKS 23rd - 27th Dec

At Marston Hotels you can choose between Traditional and Family Christmas breaks. Some of our hotels cater for the family whilst others offer a traditional low key alternative. There are games and competitions, music and dancing, freshly cooked food, excellent service and a good atmosphere throughout the festive season.

STOCKING FILLERS

Why not add extra nights to your Christmas or New Year Break. You could spend these extra days relaxing in comfort, sightseeing around the area, working off excess calories in the Reflections Leisure Club or pampering yourself with one or more of our beauty treatments.

Take advantage of the Christmas and New Year Bank Holidays! You can extend your stay when you make your reservation. Check with the relevant hotel or Central Reservations for availability. These breaks are on a dinner bed and breakfast basis.

NEW YEAR BREAKS 30th Dec - 3rd Jan

The New Year Breaks are a popular choice for those who want to see in the New Year with the ones you love, in style, enjoying the company of others with no organising to do other than booking your accommodation.

Choose a 1, 2, or 3 night break at one of our hotels, all of which host a Champagne Reception and Gala Dinner with dancing until the small hours on New Year's Eve. Brunch will be served throughout the following morning, allowing time to recover in bed, or, if you prefer, after a swim.

RECOVERY BREAKS 1st - 9th Jan

Now is the time to relax and unwind and rid yourself of those winter blues. You may wish to lose a few pounds after the festive break or just pamper yourself with one of the many beauty treatments on offer. Take some fresh air and play a little golf or visit the local attractions, the choice is yours. Recovery Breaks are based on 2 people sharing a twin or double room, or one person in a single room for a minimum of 2 nights between the 1st - 9th January 2005. Go to the web site or call Central Reservations to find out more about our Recovery Breaks.



Activity BREAKS

WINCHESTER WALKING BREAKS

Take a short break in Winchester and enjoy this historic city by foot. Every Saturday morning at The Winchester Royal there is a complimentary guided walking tour of Winchester, giving you the opportunity to see all of the many beautiful sights and learn the history of this beautiful city. Departs at 11.00am.

MARSTON ACTION DAY

You don't have to be MAD, but it helps! You don't have to be particularly fit as a Marston Action Day (held on the first Saturday of each month) can be enjoyed by all adults.

This break is for guests staying in the Kent hotels which offer Marston Woods activities. The programme will consist of five activities such as: Escape and

Evasion, Honda Pilots, Hovercraft, Bolling Rabbil, Island Rescue, Archery and Aerial Runway. Stay for a minimum of two nights from Friday to Sunday with your day at the woods on Saturday which includes lunch and refreshments. Details of tariff on page 50.

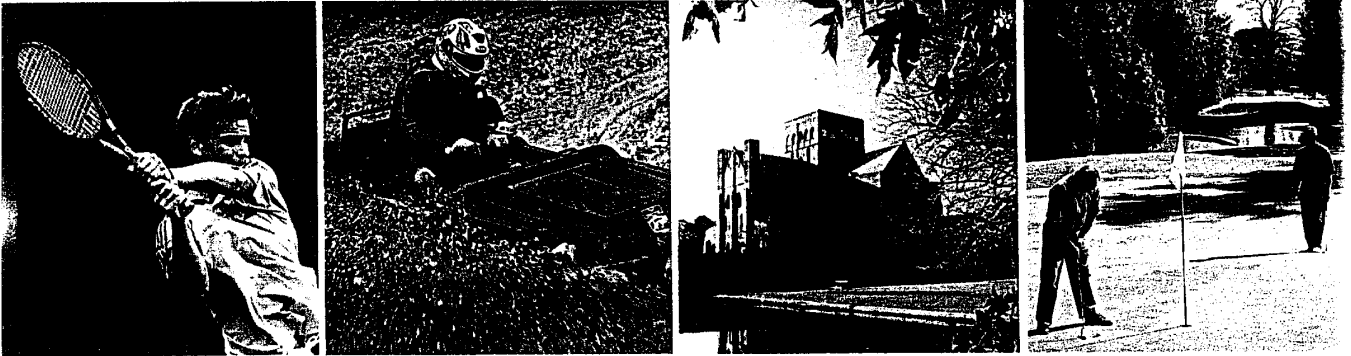
BRIDGE WEEKEND BREAKS

Are very popular with our guests, they are held in eight of our hotels throughout the year on a two, three or five night basis. The Bridge breaks are hosted by highly recommended, enthusiastic teachers of bridge in ideal surroundings. Optional seminars are held every morning. Single players will find they are made very welcome. See page 49 - 50 for dates venues and prices.

TENNIS BREAKS

For details of our tennis breaks see page 11

If your partner does not wish to take part in an activity he/she can take a standard leisure break and enjoy the facilities at the hotel. Alternatively why not come with a like minded friend and enjoy one of these specially breaks together.

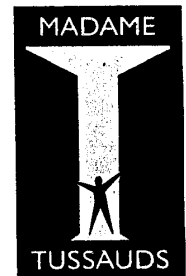


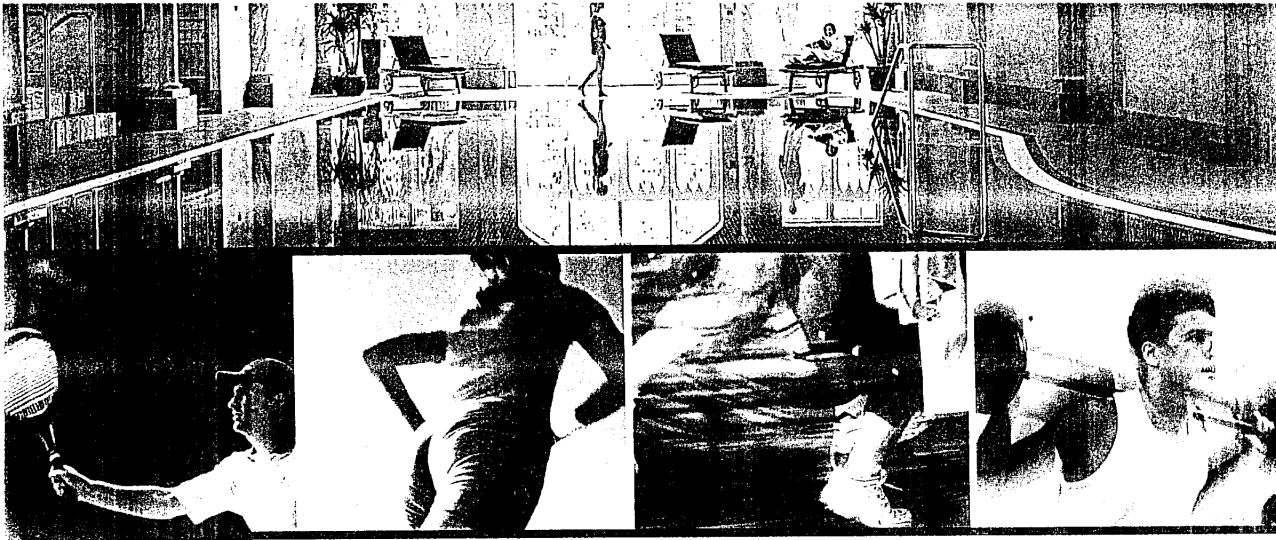
LOCAL Attractions

Marston Hotels has made special arrangements with many well known attractions located near our hotels, contact your chosen hotel for details of these offers.

We have negotiated these special rates for all our guests. You may ask a member of staff at the reception of your hotel, once you arrive, for details on all local attractions, times and tariffs.

Have a great family day out.





Reflections

SPA AND LEISURE

Reflections Spa and Leisure club offer a wide variety of facilities and these are listed on the relevant hotel pages. Most clubs have Tennis courts, swimming pools, gymnasiums, fitness assessments, steam rooms and saunas.

If you live close to a Reflections Spa and Leisure Club, do remember that you can join the club and enjoy the facilities all year long at times of your convenience as often as you like.

If you are stuck for a special gift, why not give a Reflections Gift Voucher, and let someone you care about enjoy our leisure facilities.

Guide to Leisure facilities

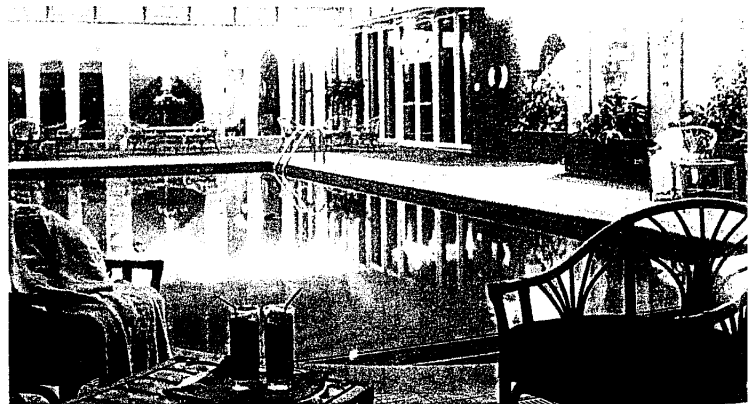
	THE HAMPSHIRE CENTRECOURT	THE OXFORD BELFRY	BRIDGEWOOD MANOR	COULSDON MANOR	STRATFORD VICTORIA	GREVE HALL	STRATFORD MANOR	ALDWARK MANOR	HELLIDON LAKES	CHESTER CRABWALL MANOR	THE HYTHE IMPERIAL	TANKERSLY MANOR	THE CAMBRIDGE BELFRY
	★ ON SITE	★ NEARBY											
GOLF	★	★	★	★	★	★	★	★	★	★	★	★	★
HEATED INDOOR POOL	★	★	★	★	★	★	★	★	★	★	★	★	★
SPA BATH	★	★	★	★	★	★	★	★	★	★	★	★	★
SAUNA AND OR STEAM	★	★	★	★	★	★	★	★	★	★	★	★	★
PLUNGE POOL					★								
SUNBED	★	★	★	★	★	★	★	★	★	★	★	★	★
GYM/MINI GYM	★	★	★	★	★	★	★	★	★	★	★	★	★
SQUASH				★							★		
TENNIS	★	★	★	★	★	★	★	★	★	★	★	★	★
SNOOKER/POOL				★						★	★		
PUTTING				★	★			★	★				
CROQUET		★								★	★		
KWIK CRICKET												★	
TEN PIN BOWLING									★				
SPA TREATMENTS	★		★	★	★	★	★	★	★	★	★	★	★
FITNESS ASSESSMENTS	★	★	★	★	★	★	★	★	★	★	★	★	★
AEROBIC/DANCE	★			★	★	★	★	★	★	★	★	★	★
BODY TREATMENTS	★		★	★	★	★	★	★	★	★	★	★	★



Oxford Belfry

Milton Common Nr. Thame Oxfordshire OX9 2JW Tel: 01844 279381 Fax: 01844 279624 E-mail: oxfordbelfry@marstonhotels.com

Mellow college buildings, magnificent old churches, beautiful villages, castles, palaces and stunning scenery.



BRIDGE WEEKENDS
ROMANTIC BREAKS
LEISURE BREAKS
CHRISTMAS / NEW YEAR BREAKS

For more details visit our website www.marstonhotels.com page 11-13

PLACES OF INTEREST IN OXFORD:

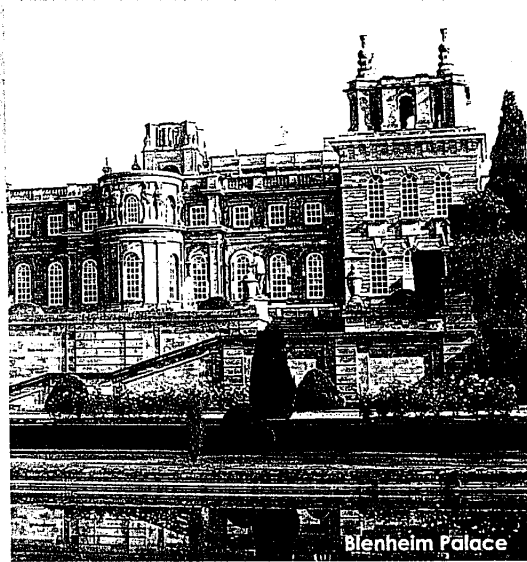
OXFORD CITY BICESTER SHOPPING VILLAGE BLENHEIM PALACE SILVERSTONE RACING CIRCUIT
BOTANIC GARDENS MUSEUM OF MODERN ART OXFORD UNIVERSITY OXFORD CASTLE
WESTGATE SHOPPING CENTRE THE RIDGEWAY CHILTERN'S WOODLAND WALKS



ChildrenPLUS

The Oxford Belfry's 130, light, elegant and spacious bedrooms are set around two courtyards. You can choose from a varied selection of charming rooms, including large suites with half tester style beds, a comfortable lounge area, dining area and luxurious bathroom complete with its very own walk in shower and jacuzzi bath.

On a sunny day what could be more relaxing than sipping a cool drink or indulging in a delicious snack meal brought to you whilst you sit in the main courtyard with its flower borders and sparkling fountain. Wandering around the light airy corridors you will find a variety of lounge areas in which to sit and read an interesting book, chat with your fellow guests or take tea after a day's sight seeing.



Blenheim Palace

Worldwide CitySightseeing

Hop on a City Sightseeing Bus and take in all the sights of Oxford. Tickets are available from the hotel reception.



Reflections LEISURE

OUTDOOR ACTIVITIES

- 2 ALL WEATHER TENNIS COURTS
- CROQUET LAWN

INDOOR ACTIVITIES

- HEATED INDOOR POOL
- GYMNASIUM
- SAUNA
- *SUNBED

** by appointment*

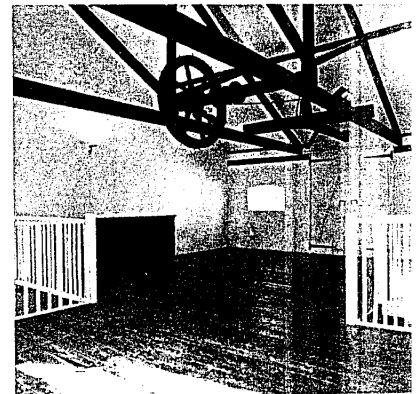
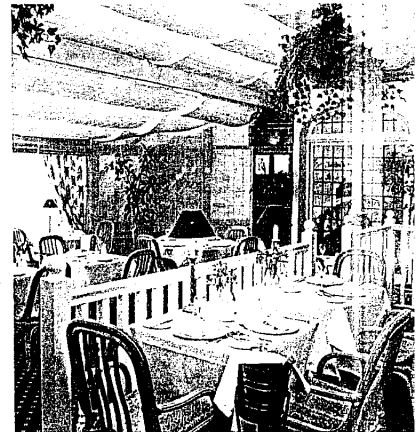
SOME FACILITIES CARRY
A TOKEN CHARGE

THE Winchester Royal

St. Peter Street Winchester Hampshire SO23 8BS Tel: 01962 840840 Fax: 01962 841582 E-mail:royal@marstonhotels.com

This lovely old cathedral city, once the seat of the Kings of England beckons the visitor.

To learn more, why not join the complimentary guided walk from the hotel departing at 11.00 am each Saturday morning

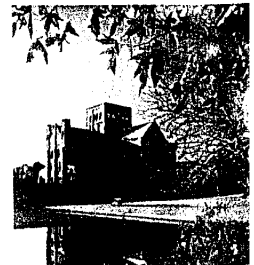


- TENNIS BREAKS
- BRIDGE WEEKENDS
- ROMANTIC BREAKS
- LEISURE BREAKS
- CHRISTMAS / NEW YEAR BREAKS
- WINCHESTER WALKS
- CHILDREN FREE

For more information on breaks see pages 5 - 13

PLACES TO VISIT INCLUDE:

WINCHESTER CATHEDRAL DEAN GARNIER'S GARDEN WINCHESTER COLLEGE
LEGOLAND MOTTISFONT ABBEY AND GARDEN WINCHESTER CITY MILL
KEATS' WALK WOLVESEY CASTLE FARLEY MOUNT COUNTRY PARK
HIGHCLERE CASTLE KING ARTHUR'S ROUND TABLE MARWELL ZOO
MILESTONES LIVING HISTORY MUSEUM BASINGSTOKE AQUADROME
STONEHENGE JANE AUSTEN'S HOUSE

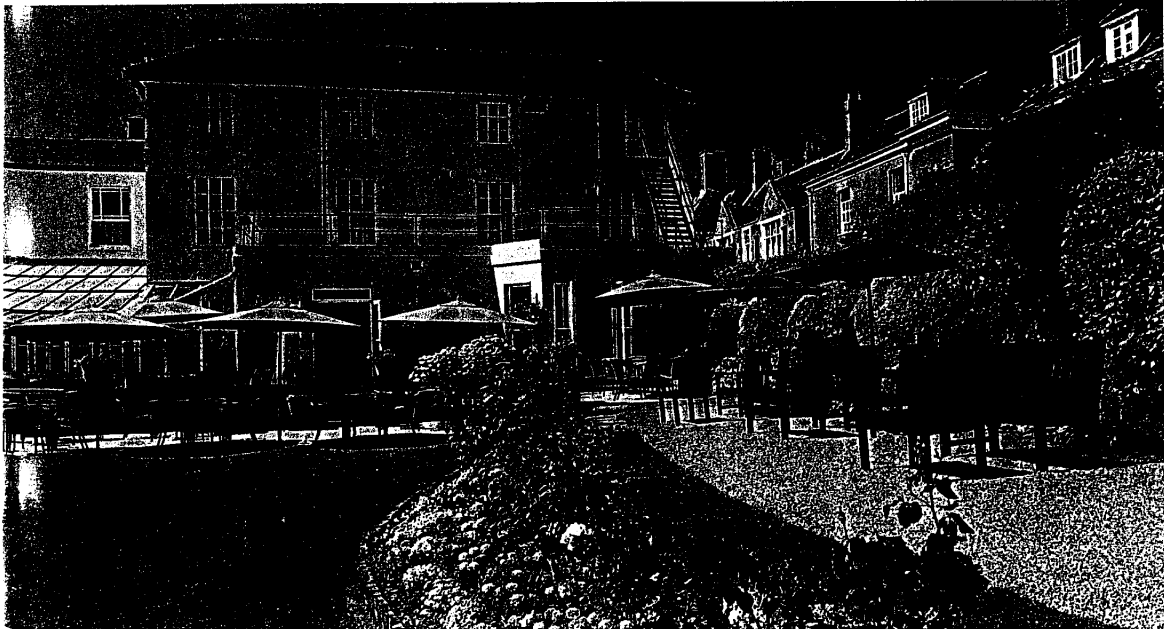
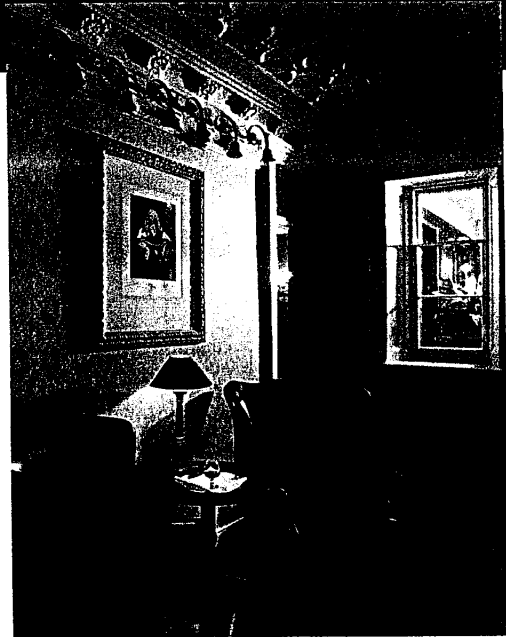


★ ★ ★

The moment you step into the richly panelled entrance hall you step back in time. Formerly a Bishops residence, a refuge for persecuted Catholics and a convent, the character of this charming hotel, situated in the very heart of the city, cannot fail to delight. Whether you are enjoying a meal in the conservatory restaurant overlooking the walled garden, with an old church as a backdrop, or taking a refreshing drink in the bar, this hotel offers a comfortable retreat after a day of sightseeing.

Although there are many sights to see, the Winchester Royal itself is a listed building comprising several dwellings with differing functions over the years. Sloping corridors, low doors, soaring ceilings, servants bells - silent now but once the hub of a busy household.

The Winchester Royal has its own car park, making life very easy for the visitor who wishes to venture further afield. The port of Southampton and the wonderful New Forest are within easy reach.



BOOK NOW tel: 0845 1300 700 www.marstonhotels.com

TERMS & CONDITIONS

1 ARRIVAL AND DEPARTURE

Bedrooms are normally available from 1500hrs on the day of arrival. Departure is by 1100 hrs but you may be able to extend departure to 1700hrs on Sundays and Bank Holidays. (see page 3 Sunday Plus)

2 PAYMENT

Settlement of your bill, less any advance payments, must be made prior to departure from the hotel. Your bill will include any extras, for example any drinks, telephone calls and newspapers that are not included in your package price. Cheques must be supported by a valid cheque card. Company cheques are not accepted without prior clearance. Our hotels accept all major credit and debit cards.

3 CHRISTMAS & NEW YEAR

A 20% deposit is required for Christmas and New Year reservations. This must be paid within 14 days of your reservation. If the deposit is not received then the booking will be released. The final balance for both Christmas and New Year bookings must be received by 30th November 2004. All deposits are non-refundable.

4 CANCELLATIONS AND AMENDMENTS

In the event of cancellation, we reserve the right to charge for the price of the break booked. Pre-payments will not be refunded and we recommend insurance (see note 17). If a credit or debit card has been used, to guarantee the booking, the charge will be levied against this. In the event that any of the afore-mentioned packages are cancelled by ourselves or a third party and we are unable to offer a replacement, a full refund will be made. In the event of cancellation by us, our liability to you will be no greater than the amount paid by you in respect of the booking. Please retain a record of the cancellation number given to you.

5 AVAILABILITY

The Leisure Breaks shown in this brochure are available from the 1st January 2004 to 31st March 2005 inclusive. All the Leisure Breaks are subject to availability and the discretion of the hotel manager. Leisure Breaks prices are discounted from our standard tariff, representing excellent value for money. They are based upon allocation of suitable rooms and there may be occasions when the Leisure Break allocation is full but accommodation may still be available at a higher price.

6 WHAT'S INCLUDED

Prices are per person based on two people sharing a twin or double room, or one person in a single room, with private bath and/or shower. Prices include meals as shown on either (a) a bed and traditional breakfast or (b) bed, traditional breakfast and dinner package which includes a three course table d'hôte meal with coffee. If there is no table d'hôte menu available then an allowance will be given towards the à la carte menu. There is no refund for meals not taken. Drinks are not included.

7 PRICES

Prices in this brochure are in pounds sterling, inclusive of VAT at 17.5% and accurate as at 1st January 2004. We reserve the right to alter our prices for any reason up to the date of your booking or up to 12 weeks before your arrival, whichever is the later. After such date we may only alter our prices to reflect a change in the rate of VAT or for any other reason outside our control in which case the change will be notified to you. In the latter event, you will have the right to cancel the booking without cost. Where services such as entertainment are provided by third parties, the price of that service is subject to change without notice. We will do our best to keep you informed as to any price changes.

8 SPECIAL PRICES FOR CHILDREN

When accompanying adults, all children aged 16 years and under are accommodated free in accommodation shared with two adults. Children 16 years and under sharing with one adult or in separate rooms are charged at 50% of the adult rate. Meals for children are charged at half the adult rate for half portion size and full rate for full adult portion size. A children's menu is also available.

9 SINGLE PERSON SUPPLEMENTS

There is no supplement for a single occupancy at weekends but supplements usually apply Monday to Thursday; please enquire on booking. Also there may occasionally be a supplement for single occupancy of a twin or double room at peak periods; prices upon application. Single weekend supplements apply at Chester Crabwall Manor and Coulsdon Manor on Saturday Nights.

10 SPECIAL OFFERS / SUMMER SAVERS / WINTER SAVERS

A special offer or discount cannot be used in conjunction with any other offer(s), discount(s) or promotion(s). They are subject to availability and a limited number of rooms are available on a daily basis. Excludes Christmas, New Year and August Bank Holiday weekend. The Hotel Management reserves the right to remove any Hotel from any promotional or discounted offer. Pre payment is required and no refunds are given.

11 FEATURE ROOMS

Many of our hotels can offer you a feature room, which is special in some way with, for example, a four poster bed, Jacuzzi bath or superb views - at a small supplement. Supplements are also charged for occupancy of a suite, spa room, garden room and executive room, where available.

12 GUEST ROOMS FOR THE DISABLED

A number of our hotels offer modified facilities for use by disabled guests. As needs do vary, however, please check with Marston Hotels Central Reservations or direct with the hotel before booking.

13 BABYSITTING

A Babysitting service is available at most of our hotels. This service is chargeable and, due to limited availability, must be booked at least 14 days before arrival. The provision of babysitting is at the discretion of the hotel manager and subject to the parent(s) / guardian(s) confirming the good health of the baby / child and remaining on the hotel premises during the operation of the service.

14 DOGS

Some of our hotels accept small well behaved dogs only at the discretion of the management which, with the exception of guide dogs, are not allowed in public places. If you wish to bring your dog, please check in advance with the hotel. Dogs are charged £11.00 per night including a doggie dinner.

15 CAR PARKING

All our hotels have car parks. Some have limited space. We do not accept responsibility for damage to, or theft from, vehicles parked on the hotel premises.

16 SPA AND LEISURE FACILITIES

The hotels that have leisure facilities are indicated in the brochure. There may be a charge for the use of some facilities. Children 15 years and under must be accompanied by an adult at all times and are not permitted to use gymnasium equipment - other restrictions may apply.

17 INSURANCE

You are recommended to have insurance to cover cancellation, curtailment and loss of baggage, personal effects and money when taking breaks featured in this brochure.

18 BROCHURE ACCURACY

The details in this brochure apply to bookings completed by 31st March 2005. All information and prices are correct at the time of going to press, (but subject to note 6 above), and are subject to change without notice. Prices will be confirmed at the time of booking.

Photographs are provided to give a general impression and do not guarantee a level of service or facility.

19 COMMENTS AND COMPLAINTS

Any comment or complaint regarding your stay should be made to the General Manager at the time of your visit so that we can try to resolve the matter immediately.

20 LIABILITY

Other than for death or personal injury caused by our negligence, our liability to you is limited to the price of your booking.

21 GENERAL

These booking conditions apply to all bookings in this brochure and supersede any previous conditions. Maps appearing in this brochure are schematic.

Marston Leisure Breaks are operated by
Marston Hotels The Mews Prince's Parade Hythe Kent CT21 6AQ

TARIFF

	MARSTON LEISURE BREAKS		WEEKEND BED & BREAKFAST		CHRISTMAS BREAKS FULL BOARD		NEW YEAR BREAKS HALF BOARD		
	to March 04	April 04 March 05	to March 04	April 04 March 05	3 Nights	4 Nights	1 Night	2 Nights	3 Nights
	Aldwark Manor	£80.00	£85.00	£62.50	£67.00	£375.00	-	-	£225.00
Bridgewood Manor	£72.50	£75.00	£55.00	£57.00	£395.00	-	£149.00*	£195.00*	-
Cambridge Belfry	-	£77.50	-	£67.00	£395.00	-	£149.00	£195.00	-
Chester Crabwall Manor	£99.00	£105.00	£87.50	£90.50	£475.00	£549.00	-	£360.00	£419.00
Coulsdon Manor	£85.00	£87.50	£65.00	£67.00	-	-	£149.00	-	-
Crewe Hall	£125.00	£125.00	£109.50	£109.50	£475.00	-	-	£360.00	£419.00
Hampshire Centrecourt	£68.00*	£70.50*	-	-	£375.00	-	£145.00	£195.00	CHILDREN WELCOME
Hampshire Centrecourt	£52.00*	£54.50*	£44.50	£44.75	-	-	-	-	-
Hellidon Lakes	£75.00	£77.50	£65.00	£67.00	£395.00	-	-	£230.00	-
Hythe Imperial	£85.00	£87.50	£65.00	£67.00	-	£595.00	-	£295.00	-
Lansdown Grove	£74.00	£76.50	£49.75	£63.75	£375.00	-	£149.00	£195.00	-
Oxford Belfry	£75.00	£77.50	£65.00	£67.00	£450.00	-	-	£249.00	-
Stratford Manor	£82.50	£85.00	£65.00	£67.00	£395.00	-	CHILDREN	£265.00	WELCOME
Stratford Victoria	£75.00	£77.50	£62.50	£62.50	£395.00	-	-	£225.00	-
Tankersley Manor	£62.50	£65.00	£58.50	£60.50	£345.00	-	£145.00	-	-
Winchester Royal	£68.00	£70.50	£55.00	£57.00	£425.00	-	-	£195.00	-

- ✦ Mon-Thur
- ▼ Fri-Sun
- † From

Prices are per person, per night based on 2 people sharing a twin/double room for a minimum 2 nights including dinner, bed & breakfast

Prices are per person, per night based on 2 people sharing a twin/double room. There are certain times of the year when a min of 2 nights is required.

Prices are per person, per break inclusive of bed, breakfast, lunch and dinner, based on 2 people sharing.
See Christmas brochure or web site.

Prices are per person, per break, based on 2 people sharing, and are inclusive of bed, breakfast and gala dinner on Friday 31st December 2004.
See Christmas brochure / www.marstonhotels.com

	CHRISTMAS STOPOVERS BED & BREAKFAST	RECOVERY BREAKS DINNER BED & BREAKFAST	SHOPPING BREAK BED & BREAKFAST	STOCKING FILLER DINNER BED & BREAKFAST
Aldwark Manor	-	£59.50	£44.50	£59.50
Bridgewood Manor	-	£49.50	£44.50	£49.50
Cambridge Belfry	-	£54.50	£49.50	£59.50
Chester Crabwall Manor	-	£79.50	£64.50	£79.50
Coulsdon Manor	£40.00	£59.50	£49.50	£59.50
Crewe Hall	-	£79.50	£64.50	£79.50
Hampshire Centrecourt	£40.00	£45.00	£39.50	£49.50
Hellidon Lakes	-	£54.50	£49.50	£59.50
Hythe Imperial	-	£59.50	£49.50	£69.50
Lansdown Grove	-	£49.50	£44.50	£49.50
Oxford Belfry	-	£54.50	£49.50	£59.50
Stratford Manor	-	£49.50	£49.50	£59.50
Stratford Victoria	-	£49.50	£49.50	£55.00
Tankersley Manor	-	£44.50	£44.50	£49.50
Winchester Royal	-	£49.50	£44.50	£49.50

For available dates please refer to pages 5-6
Prices are per person, per night based on 2 people sharing a twin/double room.

ROOM UPGRADE SUPPLEMENTS

Prices are per person per night * prices are per room per night

HOTEL	EXECUTIVE	FEATURE	SUITE
Aldwark Manor	£10.00	£25.00	*£100.00
Bridgewood Manor	£10.00	-	£25.00
Cambridge Belfry	£10.00	£25.00	*£100.00
Chester Crabwall Manor	£10.00	*£100.00	£25.00
Coulsdon Manor	£10.00	-	POA
Crewe Hall	*£30.00	*£55.00	*from £140.00
Hampshire Centrecourt	£10.00	-	£25.00
Hellidon Lakes	£10.00	-	£25.00
Hythe Imperial	£10.00	£20.00	£25.00
Lansdown Grove	£10.00	-	£25.00
Oxford Belfry	£10.00	£20.00	£25.00
Stratford Manor	£10.00	-	POA
Stratford Victoria	£10.00	£20.00	*£75.00
Tankersley Manor	-	£20.00	-
Winchester Royal	£10.00	-	£25.00

2004 - 2005

SPECIAL GOLF BREAKS

PRICES ARE PER PERSON PER BREAK. FOR DETAILS OF THESE BREAKS
SEE PAGES 9 - 10 IN THIS LEISURE BREAK BROCHURE

BANK HOLIDAY SPECIAL 3 NIGHTS 4 ROUNDS MAY & AUGUST

Aldwark Manor	£184.00
Coulsdon Manor	£170.00
Hellidon Lakes	£189.00
The Hythe Imperial	NA

BANK HOLIDAY SPECIAL 3 NIGHTS 4 ROUNDS MAY & AUGUST

Aldwark Manor	£296.50
Coulsdon Manor	£282.50
Hellidon Lakes	£298.50
The Hythe Imperial	£276.50

BANK HOLIDAY SPECIAL 3 NIGHTS 4 ROUNDS MAY & AUGUST

Aldwark Manor	£272.50
Coulsdon Manor	£262.50
Hellidon Lakes	£278.00
The Hythe Imperial	£271.50

EASTER TRAFFIC BUSTER 2 NIGHTS (SUN & MON) 3 ROUNDS

Aldwark Manor	£184.00
Coulsdon Manor	£170.00
Hellidon Lakes	£189.00
The Hythe Imperial	NA

BANK HOLIDAY SPECIAL 3 NIGHTS 4 ROUNDS MAY & AUGUST

Aldwark Manor	£97.50
Coulsdon Manor	£97.50
Hellidon Lakes	£99.50
The Hythe Imperial	NA

SUNDAY NIGHT SPECIAL 1 NIGHT 2 ROUNDS

Aldwark Manor	£81.50
Coulsdon Manor	£81.50
Hellidon Lakes	£81.50
The Hythe Imperial	£81.50

STANDARD GOLF BREAK 2 NIGHTS (DOR AND) 3 ROUNDS

Aldwark Manor	£154.00 - £184.00
Coulsdon Manor	£149.00 - £179.00
Hellidon Lakes	£159.00 - 191.00
The Hythe Imperial	£154.00 - £184.00

EXTRA SUPPLEMENTS

SUPPLEMENTS ARE PER PERSON PER NIGHT AND WILL BE ADDED TO
YOUR MARSTON LEISURE BREAK WHEN PARTAKING IN ANY OF
THE FOLLOWING. FULL DETAILS ON PAGES 8 - 13

BRIDGE BREAKS

The Lansdown Grove	30 th Jan - 1 st Feb	£166.00	£193.00	-
Hellidon Lakes	9 th - 11 th Apr	-	£232.00	-
The Hythe Imperial	7 th - 9 th May	£179.00	£215.00	-
Aldwark Manor	25 th - 27 th May	-	-	£315.00
The Cambridge Belfry	27 th - 29 th Aug	-	£235.00	-
Stratford Manor	8 th - 10 th Oct	£178.00	£209.00	-
The Winchester Royal	22 nd - 24 th Oct	£166.00	£198.00	-
The Hythe Imperial	5 th - 7 th Nov	£179.00	£215.00	-
The Oxford Belfry	12 th - 14 th Nov	£179.00	£209.00	-

TRAFFIC BUSTER

Bridgewood Manor	£35.00
Stade Court	£39.00
The Hythe Imperial	£39.00

SPA BREAKS

Aldwark Manor	£67.00
Bridgewood Manor	£67.00
Cambridge Belfry <i>from June 2004</i>	£67.00
Chester Crabwall Manor	£87.00
Crewe Hall <i>early 2005</i>	£87.00
Hampshire Centrecourt	£69.00
Hellidon Lakes	£69.00
The Hythe Imperial	£69.00
Stratford Manor	£69.00
Tankersley Manor <i>from Sept - Oct 04</i>	£69.00
The Hampshire Centrecourt	£69.00
The Winchester Royal	£69.00

BOOK NOW tel: 0845 1300 700 www.marstonhotels.co.uk

附件十一

CHOICE

INTERNATIONAL



Choice Hotel
Europe's
£28million
refurbishment
programme is
underway



Quality Hotel Brighton

Quality Hotel Heathrow



ALSO INSIDE

- SLEEP INNS set to roll out across Europe over the next 5 years
- The new CLARION COLLECTION arrives in style
- www.choicehotelseurope.com – our first PAN-EUROPEAN website is clearly on line to become a favourite



CHOICE HOTELS EUROPE

The Power of Being There. **Go.**

Quality Hotel Royal Hull

Freephone central reservations
on 0800 444 444 or visit
www.choicehotelseurope.com

Clarion. The New Collection.

Staying in luxury with Choice Hotels is about to take on a new dimension with the launch of the 'Clarion Collection'.

There are currently 135 Clarion hotels worldwide with 26 in key European locations such as Paris, Madrid, Lisbon and Dublin. Traditionally, the Clarion Hotel brand has encompassed large, international style, deluxe properties with on site conference facilities, fine dining, bars and leisure facilities - such as the latest Clarion hotel to open its doors in the UK, the Clarion Hotel Croydon Park, a modern business hotel with 212 rooms and suites, a leisure club including squash courts and conference facilities for up to 300 delegates.



The 'Clarion Collection' will bring together a superb portfolio of unique, historic or 'boutique', deluxe hotels. The hotels will be smaller, around 45-80 bedrooms and focus on delivering flawless, personal service that reflects local or regional flavour. Clarion Collection hotels will be sited in resorts and tourist locations as well as in key cities. A stylish brass plate will identify

each hotel as a member of the 'Clarion Collection by Choice Hotels'.

Choice Hotels Europe hopes to open around 20-30 Clarion Collection hotels throughout Europe in the next 18 months whilst also continuing to develop the international Clarion brand in key business locations.



Clarion Hotel Croydon Park

Sign on. Click. Go.

Choice Hotels Europe is launching its first ever Pan-European website during September 2003.



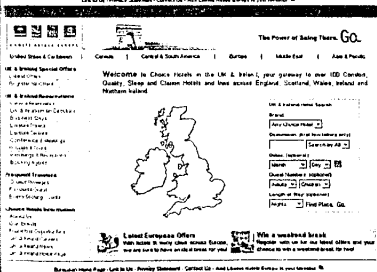
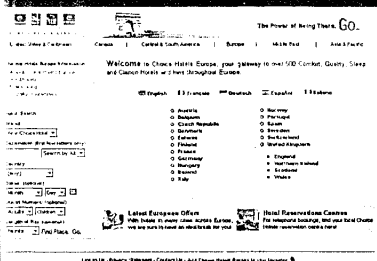
For the first time ever, visitors will need only one web address, www.choicehotelseurope.com to find out more about any Choice hotel throughout Europe including France, Germany, Italy, Ireland, the UK, Spain and Portugal.

The development of the site has been influenced by current research showing that, more than anything else, regular web users want sites that are easy to navigate and quick to download.

Visitors can view corporate information in French, German, English, Spanish and Italian and country specific pages in at least the native language and English.

As well as being able to book superb promotional rates throughout Europe, visitors will be able to register on line to receive special offers and have a chance to win one of 5 weekend breaks each month if they do. And, companies, social clubs or other organisations will be able to have their own dedicated pages within the site, accessed by their own unique web addresses.

"There are very few hotel companies who can claim to have a truly Pan-European website," commented Peter Cashman, the group's Chief Operating Officer. "This year in the UK alone, bookings for the first 6 months have already exceeded the total number of internet bookings we received during 2002. By making it so much easier for our customers to book anywhere in Europe, we expect this growth to escalate."



Four superb brands

No matter which of our different brands you choose, you will find they all have a lot in common;

- Easy booking via worldwide freephone numbers or www.choicehotelseurope.com
- Designed with the traveller in mind, our locations and facilities are carefully chosen to provide exactly what you need without unnecessary 'frills'.
- They all offer superb value for money. You'll be pleasantly surprised how many extras you get at a Choice Hotel!



Comfort Inns

A premium economy brand offering a level of service and facilities more usually expected from a mid-market hotel.

Generally smaller hotels with a friendly, relaxed atmosphere. Most hotels also have a bar and/or restaurant and smaller meeting facilities.

Quality Hotels

World leaders in the mid-market hotel sector. With a range of styles from traditional to contemporary, all Quality Hotels have satellite TV, direct dial telephone and hospitality trays. Most properties welcome guests with relaxing bars and restaurants, room service, conference and banqueting facilities and, in many cases, leisure facilities.



Sleep Inns

Also a premium economy hotel but one that offers a superior bedroom product without some of the additional hotel services.

The spacious, air conditioned rooms have direct dial telephones and hospitality trays, satellite televisions and pay movies and the bathroom features the signature, walk-in luxury shower. Sleep Inns are staffed 24 hours a day.

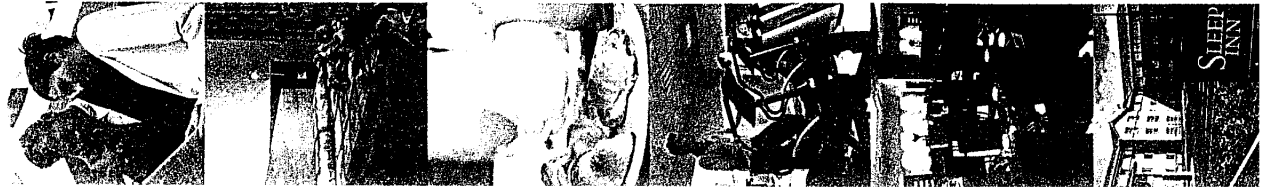
Clarion Hotels

Choice Hotels' luxury brand, competing alongside the major international, four star hotel chains. Their conference and banqueting facilities are perfect for incentives, seminars and events of all kinds, their restaurants offer fine wines and dining and the general ambience is relaxed, attentive and discreet.



CHOICE HOTELS EUROPE

Choice Hotels Europe
Premier House · 112-114 Station Road
Edgware · Middlesex HA8 7BJ · UK
Tel: 020 8233 2001 · Fax: 020 8233 2000
www.choicehotelseurope.com



Over 115 outstanding locations throughout the UK and Ireland

East of England

South of England / Greater London

North of England

Heart of England

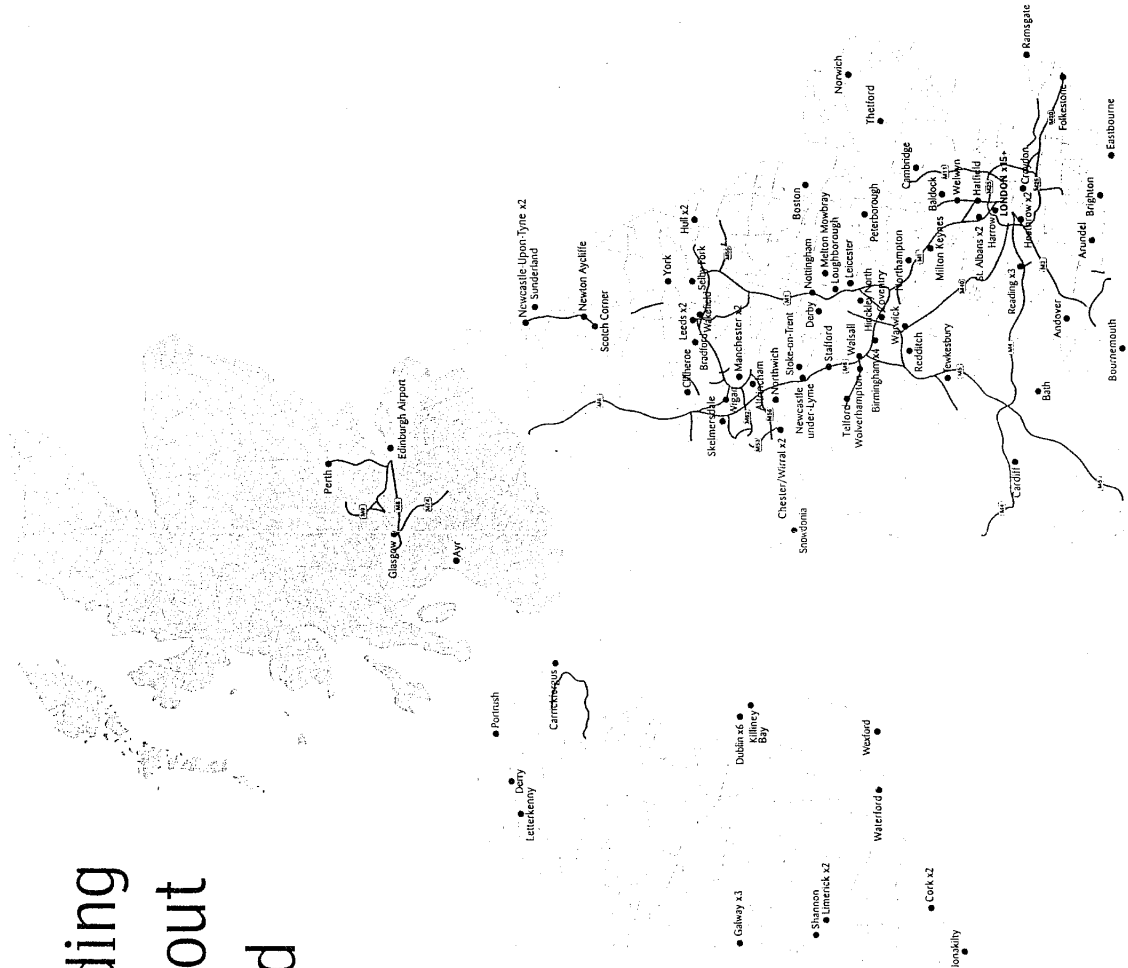
London / Heathrow

Scotland

Wales

Northern Ireland

Ireland



Central Reservations

UK 0800 44 44 44

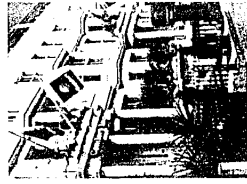
Ireland 1 800 500 600

www.sleepinnhotels.com

Over 115 superb hotels nationwide

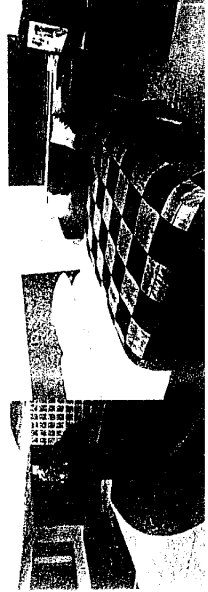
The perfect combination

Whether you are looking to stay on business or leisure, Choice Hotels offer the ideal solution. With over 5,000 hotels worldwide, including over 115 in the UK & Ireland alone, you can find hotels in all the right locations - from city centres, close to major road networks and by international airports. Not only that, but you can also choose



from a unique range of brands to suit your budget, whatever it may be - Comfort, Quality, Sleep and Clarion Hotels and Inns offer everything from premium budget to international luxury, the perfect combination of service, welcome and value.

Wherever you need to go, call us first. Our prices are amongst the best value and whether you travel for business or for leisure, you can always be rest assured that you've chosen wisely.



Conferences & meetings

With over 400 conference rooms in over 115 hotels - including the elegant New Connaught Rooms in London's Covent Garden - there's no-one better for all your Conference and Banqueting needs.



We understand that the success of your event is of paramount importance - which is why we guarantee to give you 100% - our conference facilities are backed by a 100% guarantee, if you aren't happy, you don't pay.

"One call takes care of it all"

Just one free call to our Conference Call number puts you through to our Central Conference Reservations Office, and our team will provide you with all of the information you need to book a successful conference. With a guaranteed one hour response time, you can book with complete confidence and be assured that your event, from start to finish, will be managed smoothly and efficiently.



To request a Conference and Meetings brochure or to discuss your requirements, freephone Conference Call on 0500 61 62 63 or freefax on 0500 00 5000

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Relax in style

With hotels in so many fantastic locations - from bustling city centres to beautiful countryside settings - there's a whole host of fabulous ideas to help you arrange your leisure time. From sightseeing, shopping, visiting local attractions or just a relaxing break for all the family, there's a great range of Comfort, Quality, Sleep and Clarion Hotels and Inns to choose from. Wherever you want to go, whatever you want to do, take a look through our Leisure Breaks Brochure and find hundreds of great value ideas for your time out.



Simply call 0800 44 44 44 to request your Leisure Breaks brochure

Worldwide destinations

Wherever your travels take you, from the South of France to South America, and from Austria to Australia, you'll find fantastic hotels in all of the best locations. With over 5,000 hotels right round the world - and 500 in Europe alone - we're one of the largest international hotel groups, providing the modern global traveller with services you can rely on no matter where you are.

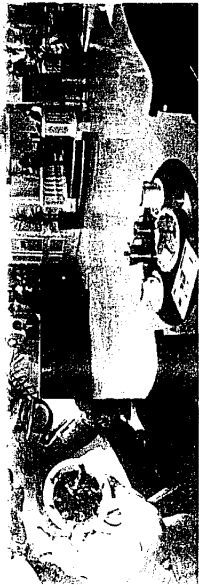
www.choicehotelseurope.com



UK and Ireland price guide

Destination	Hotel	Standard Single From £	Standard Twin/Double From £	Telephone	Leisure Facilities	Destination	Hotel	Standard Single From £	Standard Twin/Double From £	Telephone	Leisure Facilities						
EAST OF ENGLAND																	
Boston	Comfort Inn	£42.50	£44.50	01205 820 118		HEART OF ENGLAND											
Cambridge (A14 J28)	Sleep Inn	£59.50	£59.50	01954 268 400		Birmingham	Comfort Inn	£60.00	£75.00	0121 643 1134							
Norwich	Quality Hotel	£85.00	£99.00	01603 741 181		Birmingham Edgbaston	Comfort Inn	£59.50	£69.50	0121 454 8071							
Peterborough (A1M J17)	Sleep Inn	£59.50	£59.50	01733 396 850		Birmingham North (M6 J7)	Quality Hotel	£95.00	£95.00	01922 633 609							
Thetford	Comfort Inn	£60.00	£70.00	01366 728 888		Birmingham	Quality Hotel	£85.00	£95.00	0121 454 6621							
SOUTH OF ENGLAND / GREATER LONDON																	
Andover	Quality Hotel	£84.00	£84.00	01264 369 111		Coventry	Quality Hotel	£95.00	£105.00	0247 640 3935							
Arundel	Comfort Inn	£49.50	£49.50	01903 840 840		Stourbridge Manor	Sleep Inn	TBA									
Baldock, Stevenage (A1M J10)	Sleep Inn	£59.50	£59.50	01462 832 900		Derby	Comfort Inn	£55.00	£65.00	0116 268 2626							
Bath	Comfort Inn	£65.00	£75.00	01225 469 151		Loughborough (M1 J23)	Quality Hotel & Suites	£95.00	£105.00	01509 211 800							
Bournemouth	Quality Hotel	£35.00	£70.00	01202 316 316		Melton Mowbray	Comfort Inn	Opening November 2003	01648 23212								
Brighton	Quality Hotel	£95.00	£115.00	01273 220 033		Newcastle-under-Lyme	Comfort Inn	£59.50	£59.50	01782 717 000							
Eastbourne	Quality Hotel	£55.00	£80.00	01323 731 451		Northampton	Quality Hotel	£99.00	£109.00	01604 739 955							
Folkestone	Quality Hotel	£58.00	£72.00	01303 255 301		Nottingham	Comfort Hotel	£67.00	£67.00	0115 947 5641							
Milton Keynes	Quality Hotel & Suites	£110.00	£120.00	01908 561 666		Redditch	Quality Hotel	£85.00	£98.00	01527 541 511							
Ramsgate	Comfort Inn	£50.00	£80.00	01843 592 345		Staford	Quality Hotel	£85.00	£99.00	01785 712 459							
Reading	Quality Hotel	£40.00	£55.00	0118 931 1311		Stoke on Trent	Quality Hotel	£75.00	£95.00	01782 202 361							
Reading	Quality Hotel	£99.00	£99.00	0118 960 0541		Telford	Quality Hotel	£110.00	£125.00	01952 680 068							
Reading Padworth	Comfort Inn	£69.50	£79.50	0118 971 3282		Tewkesbury	Sleep Inn	Opening March 2004	01922 724 444								
Hatfield (A1M J2/3)	Quality Hotel	£105.00	£115.00	01707 275 701		Walsall (M6 J10)	Quality Hotel & Suites	£99.00	£115.00	01922 724 444							
St. Albans	Comfort Hotel	£75.00	£75.00	01727 848 849		Warwick	Quality Hotel	£75.00	£85.00	01926 859 331							
St. Albans	Quality Hotel	£85.00	£110.00	01727 857 858		Wolverhampton	Quality Hotel	£95.00	£110.00	01902 429 216							
Welwyn (A1M/A83 J6)	Quality Hotel	£90.00	£99.00	01438 716 911		LONDON / HEATHROW											
NORTH OF ENGLAND																	
Altrincham	Quality Hotel	£99.00	£110.00	0161 928 7121		Bayswater	Comfort Inn	£69.00	£76.00	020 7792 1414							
Blackburn/Cithere	Comfort Hotel & Suites	£99.00	£110.00	01254 822 556		Buckingham	Comfort Inn	£69.00	£76.00	020 7834 2988							
Bradford	Sleep Inn	£47.50	£55.00	TBA		Palace Road	Clarion Hotel	£125.00	£140.00	020 8680 9200							
Chester	Quality Hotel	£99.00	£110.00	0151 339 5121		Croydon	Comfort Inn	£69.00	£95.00	020 7373 6514							
Chester	Quality Hotel	£85.00	£95.00	01748 850 900		Earls Court	Quality Hotel	£70.00	£77.50	020 7474 7472							
Darlington (A1M J66)	Scotch Corner	£85.00	£95.00	01748 850 900		ExCel / Docklands	Quality Hotel	£49.00	£49.00	020 8446 6644							
Hull	Comfort Inn	£52.50	£52.50	01482 323 299		Finchley	Quality Hotel	£54.00	£55.00	020 7794 0101							
Hull	Quality Hotel	£95.00	£100.00	01482 325 087		Hampstead	Quality Hotel	£70.00	£75.00	020 8427 3435							
Leeds	Comfort Inn	£60.00	£65.00	0113 242 2555		Harrow	Quality Hotel	£78.00	£95.00	020 8573 6162							
Leeds / Selby Park	Quality Hotel	£49.50	£49.50	01977 682 761		Heathrow	Quality Hotel	£118.00	£118.00	01783 684 001							
Leeds	Sleep Inn	£55.00	£55.00	0113 243 6610		Hyde Park	Comfort Inn	£60.00	£80.00	020 7262 6644							
Manchester	Quality Hotel East/Spacity	£59.50	£59.50	0161 220 8700		Kennington	Comfort Inn	£65.00	£95.00	020 7373 3300							
Manchester North	Sleep Inn	£65.00	£75.00	0191 281 3361		Kensington	Quality Hotel	£95.00	£105.00	020 7965 2222							
Newcastle-upon-Tyne	Comfort Inn	£99.00	£99.00	0191 232 5025		Kings Cross	Comfort Inn	£83.00	£93.00	020 7837 1940							
Newcastle-upon-Tyne	Quality Hotel	£55.00	£55.00	01325 329 600		Notting Hill	Comfort Inn	£71.00	£79.00	020 7221 3433							
Durham (A1M J59)	Sleep Inn	£79.00	£89.00	01606 444 401		Paddington	Quality Hotel	£75.00	£85.00	020 7262 6699							
Northwich	Quality Hotel	£79.00	£89.00	01606 444 401		Vauxhall	Comfort Inn	£95.00	£95.00	020 7735 9494							
Skelmersdale (M6 J26)	Quality Hotel	£95.00	£105.00	0191 319 1999		Victoria	Comfort Inn	£69.00	£85.00	020 7233 6636							
Sunderland	Quality Hotel	£89.00	£95.00	TBA		Wembley	Quality Hotel	£69.00	£79.00	020 8733 9000							
Wakefield North	Sleep Inn	£89.00	£95.00	01942 826 888		West Ham	Quality Hotel	£90.00	£90.00	020 8586 8200							
Wigan	Quality Hotel	£99.00	£99.00	01904 559 000		Westminster	Quality Hotel	£112.00	£130.00	020 7834 8042							
York	Quality Hotel	£99.00	£99.00	01904 559 000													

Executive Rooms and Business Suites are available at most destinations



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Choice Privileges

With the Choice Privileges card you can earn 5 Argos Premier Points for every £1 spent on

food, drink and accommodation at hotels in England, Scotland and Wales. Whether you're staying on business or leisure, you'll enjoy other great benefits as a Choice Privileges member, including...



- 10% discount off advanced bookings at over 5,000 hotels worldwide
- Complimentary room upgrade on arrival (where available)
- Exclusive car-rental offers with Budget Rent-a-Car
- 2 hour extended check-out

Simply pick up your Choice Privileges card next time you stay and start collecting straight away.

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As a Favoured Guest, every time you stay in a Comfort, Quality, Sleep or Clarion Hotel or Inn, in the UK, Ireland, France, Germany or Portugal you can collect a Favoured Guest Stamp. Collect 10 stamps and claim a FREE night at participating hotels across Europe.



Pick up a Favoured Guest Card on your next stay.

www.choicehotelseurope.com

Freephone Central Reservations

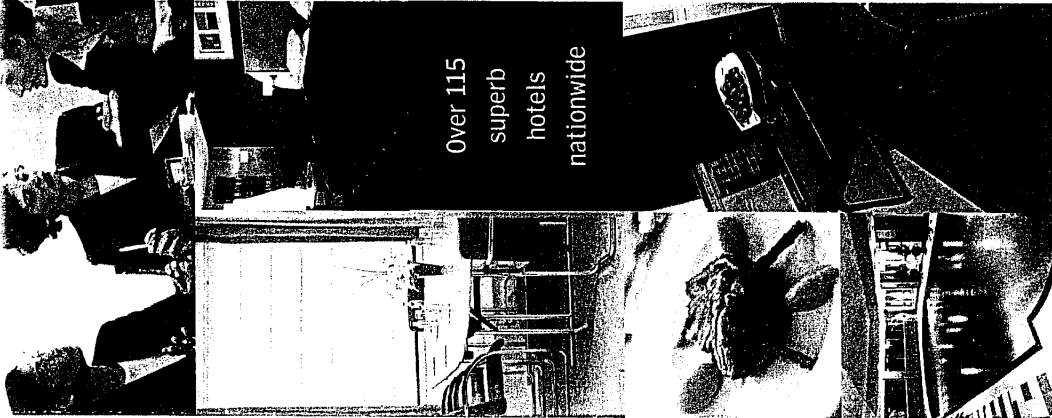
From UK 0800 44 44 44

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Over 115 superb hotels nationwide



Hotel Guide UK & Ireland

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CHOICE HOTELS EUROPE

Rates and information are correct at the time of going to press and are subject to change without notice. All rates shown are in local currency and include VAT up to 17.5% or local taxes. All rates are per day and services quoted are subject to immediate change without notice. This tariff cancels all previous issues. Prices quoted are the most accurate at the time of booking. Issue September 03.

Choice Hotels Europe, Premier House, 112-114 Station Road, Edgware, Middlesex HA8 7BJ, UK
Telephone: +44(0) 20 8233 2001 Fax: +44(0) 20 8233 2000



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Quality Hotel - York

Accommodation Tariff

2003/2004

For reservations and more details
please contact us on

Tel: 01904 559000

Fax: 01904 559001

Email: enquiries@qualityhotelyork.com

Why not visit our website?

www.qualityhotelyork.com

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QUALITY HOTEL YORK

Sunday - Thursday £99.00 per room per night
Friday - Saturday £110.00 per room per night

Continental or full English breakfast £8.00 per person

- 100 deluxe en suite bedrooms with power showers
All bedrooms are twin, double or family and offer
the following facilities for today's traveller
whether it be for business or pleasure

ISDN telephone lines, data point, interactive television
with bill viewing and ease of checkout, radio, terrestrial
and satellite stations, pay video and games console,
hairdryer & hospitality tray

- The Restaurant - offers an à la carte and house menu

- Bar

- Air conditioned state of the art meeting and training rooms

Located within the ancient City Walls and
only **2 minutes walk from the City Centre**

Leisure Break Tariff

From only £45.00 per person per night to include:
accommodation and breakfast
a maximum of 2 children (up to the age of 12)
can share parents room, and pay only £10.00 per child
per night inclusive of breakfast

All the above rates include VAT at the current rate

Group Accommodation Tariff

If you wish to bring a group to York, please ask for our
special "Group Accommodation Tariff" and we would be
pleased to discuss your individual requirements in detail.

So why not contact us now!

on

01904 559000

**Once you have experienced Quality Hotel, York
you will not want to stay elsewhere!**

**We look forward to welcoming
you through our doors**



CHOICE HOTELS
EUROPE

Dear Guest,

Your comments to help us to maintain and improve our standards would be appreciated and we hope you will find time to complete this form. It can be folded as shown overleaf and postage is pre-paid.

In the meantime, if you require assistance concerning any of the amenities or services of the hotel, please contact the Duty Manager.

Yours sincerely,

Peter Cashman
Managing Director
Choice Hotels Europe

What impressions did you gain of the following departments:

	Good	Fair	Poor
Reception			
Telephone			
Bar			
Restaurant			
Housekeeping - Bedroom			
Banqueting - Meeting Rooms			

Why did you decide to stay at this hotel?

- I prefer to stay in Quality or Comfort Hotel & Inn
- I use Quality or Comfort Hotel & Inn
- Utilised the free Central Reservation Service
- Recommended by a Travel Agent
- Other

How did you book the accommodation?

Name:	
Hotel:	Room No:
Arrival Date:	

What extra service or facility would you like to see provided?

Name any member of the staff you would like to commend especially _____

Do you have other comments or suggestions?

Have you recently stayed in a Quality or Comfort Hotel & Inn? If so, please indicate the approximate number of occasions in the last 6 months?

We do hope you have enjoyed your stay and that we can welcome you to a Quality or Comfort Hotel & Inn again in the near future.

Brochures about other facilities we can offer are usually available at reception. However, we shall be pleased to send you detailed leaflets if you tick the items that interest you on this coupon, fill in your name and address, fold as shown overleaf and mail to us.

- Hotel Directory
- Conference and Training Course facilities
- Function Facilities
- Short Breaks

NAME _____

ADDRESS _____

TELEPHONE _____

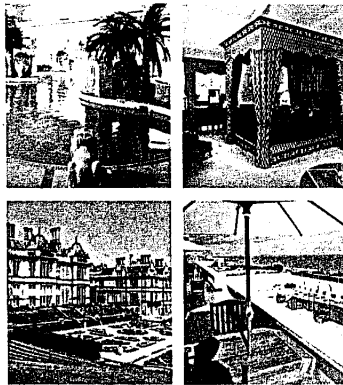
COMPANY/IF APPLICABLE _____

附件十二



Leisure Breaks & Festive Celebrations

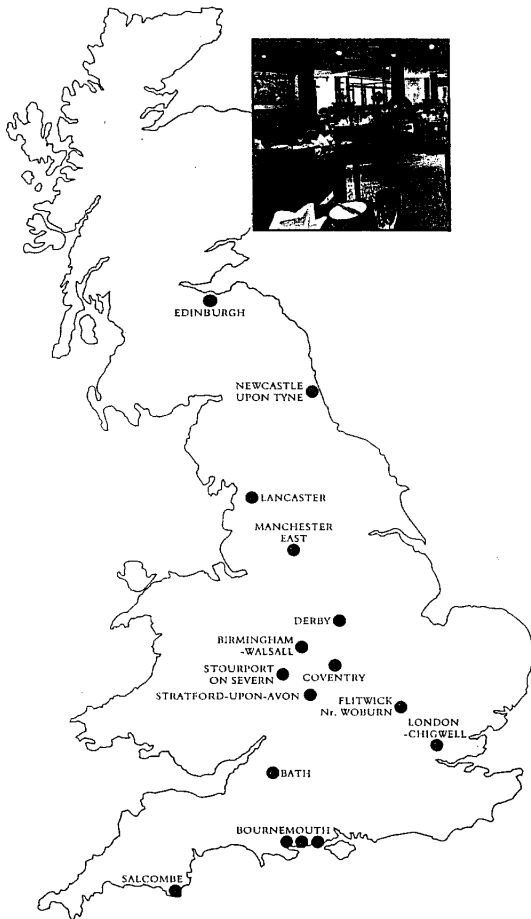
2004 / 2005



- Short breaks
- Romantic retreats
- Special occasions
- Christmas 2004
- Interlude breaks
- New Year 2004
- Winter getaways

1/5

1/6



Across the UK

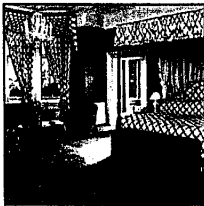
"A unique portfolio of predominantly four star hotels located throughout the UK comprising prime city centre properties, luxury country house hotels and premier coastal resorts."

Hotels

Location	Name	Page No.
Bath	Menzies Waterside Hotel	4
Birmingham - Walsall	Menzies Baron's Court	6
Bournemouth	Menzies Carlton Hotel	3
Bournemouth	Menzies East Cliff Court	3
Bournemouth	Menzies Anglo Swiss	4
Coventry	Menzies Leofric Hotel	6
Edinburgh	Menzies Belford Hotel	7
Flitwick - Nr. Woburn	Menzies Flitwick Manor	4
Lancaster	Menzies Royal Kings Arms	6
London - Nr. Chigwell	Menzies Prince Regent	4
Manchester East	Menzies Avant Hotel	7
Mickleover - Nr. Derby	Menzies Mickleover Court	5
Newcastle-upon-Tyne	Menzies Silverlink Park	7
Salcombe	Menzies Marine Hotel	3
Stourport-on-Severn	Menzies Stourport Manor	5
Stratford-upon-Avon	Menzies Welcombe Hotel and Golf Course	5



City...Country...Coastal...Town



Menzies for Leisure Welcome

The choice is yours - a romantic weekend away, a few days of fun with the family or a city break, we are confident we have a hotel to suit your needs. Whether you want to indulge yourself in pure luxury at the renowned Menzies Flitwick Manor or enjoy a resort break at one of our coastal hotels, you are assured of the same warm welcome.



Booking your Short Break

Call our Central Reservations office on 0870 600 3013 or book online at www.bookmenzies.com. The office is open Monday to Friday from 8.00am to 7.00pm and Saturday and Sunday from 10.00am to 6.00pm. All prices are per person per night and based on two people sharing a standard double or twin room and are only available on bookings for two nights or more. It should be noted that all prices are subject to availability and there may be occasions when the short break allocation of rooms is full.

Please refer to the back cover for full details of our terms and conditions.

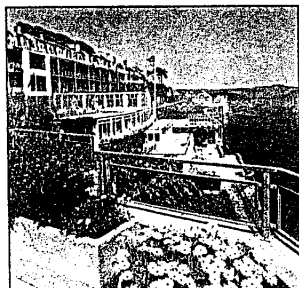


Children's Policy

Every hotel warmly welcomes families. Children under five will be accommodated free with a free breakfast and high tea. Children between five and 16 sharing a room with two full paying adults will be charged £12.50 in our three star hotels and £17.50 in our four star hotels for accommodation and full English breakfast.

A Children's three course menu with a drink is available priced at £6.50. Alternatively children under the age of 16 are entitled to a 25% discount when dining from the main restaurant menu.

SALCOMBE • SOUTH DEVON



Menzies Marine Hotel

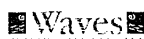
The Menzies Marine enjoys an outstanding coastal setting in the beautiful town of Salcombe. In the early part of 2004 the hotel underwent a major refurbishment programme ensuring the hotel continues to be recognised as one of the leading luxury four-star hotels in South Devon.

Facilities

- 53 en-suite bedrooms including suites, sea view and balcony rooms
- No smoking rooms
- 24 hour room service
- A la carte restaurant with sea views
- Free car parking

Local Attractions

- Plymouth
- Woodlands Leisure Park
- Overbeck Gardens and Museum
- Sordley Tunnel
- Dartmoor



- Indoor swimming pool
- Sauna
- Spa pool
- Solarium
- Gymnasium
- Hair and beauty salon
- Massage room

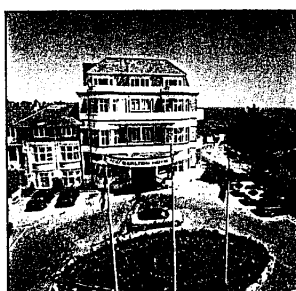


	01/04/04 17/06/04	18/06/04 15/07/04	16/07/04 04/09/04	05/09/04 24/09/04	25/09/04 04/11/04	05/11/04 31/03/05
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Sunday - Thursday	£75.00	£100.00	£110.00	£100.00	£75.00	£55.00
Friday - Saturday	£85.00	£110.00	£120.00	£110.00	£85.00	£65.00

Above rates are per person per night inclusive of dinner and breakfast and based on standard rooms. Seaview supplement £15.00 per person per night. Superior room supplement £35.00 per person per night.

BOURNEMOUTH • DORSET

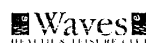


Menzies Carlton Hotel

Positioned on Bournemouth's famous East Cliff the Menzies Carlton Hotel enjoys outstanding coastal views. Restored to its former glory the hotel is acknowledged as one of the most luxurious hotels on the South coast.

Facilities

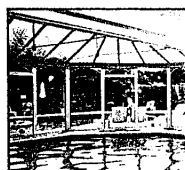
- 73 en-suite bedrooms, including suites, sea view and balcony rooms
- No smoking rooms
- 24 hour room service
- A la carte restaurant
- Cocktail bar
- Lounge
- Garden
- On-site parking prices upon request



- Indoor and outdoor pools
- Sauna and steam room
- Solarium
- Jacuzzi
- Gymnasium
- Hair salon
- Beauty room

Local Attractions

- Beaulieu Motor Museum
- The New Forest
- Kingston Lacey House
- Bournemouth International Centre
- Corfe Castle



	01/04/04 15/07/04	16/07/04 13/09/04	14/09/04 06/11/04	07/11/04 31/03/05
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Sunday - Thursday	£80.00	£110.00	£80.00	£60.00
Friday - Saturday	£90.00	£120.00	£90.00	£70.00

Above rates are per person per night inclusive of dinner and breakfast based on standard rooms. Seaview supplement £15.00 per person per night. Suite supplement £55.00 per person per night.

BOURNEMOUTH • DORSET



Menzies East Cliff Court

With its modern contemporary interior and spectacular sea view front setting, the Menzies East Cliff Court is now firmly established as one of Bournemouth's leading luxury hotels.

Facilities

- 67 en-suite bedrooms including suites and sea view rooms
- No smoking rooms
- 24 hour room service
- Brasserie restaurant
- Lounge bar
- Garden
- On-site parking prices upon request

Local Attractions

- Beaulieu Motor Museum
- The New Forest
- Kingston Lacey House
- Bournemouth International Centre
- Corfe Castle

Leisure

- Outdoor pool
- Residents have free use of the Waves Health and Leisure Club at the adjacent Carlton Hotel

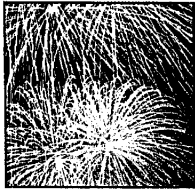
	01/04/04 15/07/04	16/07/04 13/09/04	14/09/04 06/11/04	07/11/04 31/03/05
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Sunday - Thursday	£80.00	£110.00	£80.00	£60.00
Friday - Saturday	£90.00	£120.00	£90.00	£70.00

Above rates are per person per night inclusive of dinner and breakfast based on standard rooms. Seaview supplement £15.00 per person per night. Side seaview supplement £10.00 per person per night. Suite supplement £37.50 per person per night.



Leisure Line 0870 600 3013 www.bookmenzies.com



New Year Packages

At all our hotels we will be celebrating the New Year and at some of the properties we are also offering two and three night packages. All the programmes are inclusive of meals and entertainment as indicated and prices are per person for the duration of the programme and based on two people sharing a double room.

We are also offering some fantastic prices to tempt you to extend your stay.

The additional night prices are per person per night and include dinner and full English breakfast.



Menzies Marine Hotel - SALCOMBE

30th December - Devonshire cream tea on arrival. Welcome drinks reception. Four-course dinner in the restaurant followed by dancing to our resident duo. **New Year's Eve** - Full English breakfast. Day at leisure. Buffet luncheon. Black tie six-course Gala dinner followed by dancing to our resident duo. **New Year's Day** - Full English breakfast. Day at leisure. Buffet luncheon. Dinner in the restaurant accompanied by our resident pianist followed by a "Night at the Races". **2nd January** - Full English breakfast prior to departure.

Room Type	New Year Packages	Additional Nights
Inland Double/Twin	£275.00 2 nights £325.00 3 nights	£50.00
Seaview Double/Twin	£305.00 2 nights £370.00 3 nights	£65.00
Superior Room	£345.00 2 nights £430.00 3 nights	£85.00



Menzies Carlton Hotel - BOURNEMOUTH

30th December - Dorset cream tea on arrival. Welcome drinks reception. Four-course dinner accompanied by our resident pianist followed by a casino night. **New Year's Eve** - Full English breakfast. Day at leisure to enjoy the hotel's superb indoor leisure facilities. Children's supper served from 5.30pm to 6.30pm. Gala black-tie dinner followed by dancing into the New Year to our live band. **New Year's Day** - Traditional brunch. Day at leisure. Three-course candlelit dinner with entertainment. **2nd January** - Full English breakfast prior to departure.

Inland Double/Twin	£275.00 2 nights £325.00 3 nights	£50.00
Seaview Double/Twin	£305.00 2 nights £370.00 3 nights	£65.00
Suite	£415.00 2 nights £535.00 3 nights	£105.00



Menzies East Cliff Court - BOURNEMOUTH

30th December - Dorset cream tea on arrival. Welcome drinks reception. Four-course dinner prior to light entertainment from our resident duo. **New Year's Eve** - Full English breakfast. Day at leisure. Four-course Gala dinner followed by dancing into the early hours. **New Year's Day** - Traditional brunch. Day at leisure. Three-course candlelit dinner. **2nd January** - Full English breakfast prior to departure.

Inland Double/Twin	£245.00 2 nights £285.00 3 nights	£40.00
Superior Room	£305.00 2 nights £340.00 3 nights	£55.00
Suite	£385.00 2 nights £450.00 3 nights	£77.50



Menzies Anglo Swiss - BOURNEMOUTH

30th December - Dorset afternoon tea on arrival. Welcome drinks reception. Four-course candlelit dinner accompanied by our guitarist. **New Year's Eve** - Full English breakfast. Day at leisure. Afternoon quiz in the lounge. Four-course Gala dinner followed by dancing into the early hours. **New Year's Day** - Full English breakfast. Day at leisure. Family trivia challenge in the lounge. Farewell dinner followed by dancing to our resident duo. **2nd January** - Full English breakfast prior to departure.

Double/Twin	£195.00 2 nights £230.00 3 nights	£35.00
Superior Room	£220.00 2 nights £267.50 3 nights	£47.50



Menzies Prince Regent - LONDON NR. CHIGWELL

New Year's Eve - Afternoon tea on arrival. Five-course Gala dinner with live entertainment and dancing.
New Year's Day - Full English breakfast prior to departure.

Double/Twin	£135.00 1 night	£45.00
Superior Double/Twin	£155.00 1 night	£55.00



Menzies Flitwick Manor - FLITWICK NR. WOBURN

30th December - Afternoon tea on arrival. Three-course dinner in our splendid dining room. **New Year's Eve** - Traditional Manor breakfast. Opportunity to explore our wonderful grounds. Magnificent five-course Gala dinner with dancing into the early hours. **New Year's Day** - Late breakfast with bucks fizz prior to departure.

Double/Twin	£175.00 1 night £225.00 2 nights	£50.00
Superior Double/Twin	£200.00 1 night £275.00 2 nights	£75.00
Four Poster	£225.00 1 night £325.00 2 nights	£100.00



Menzies Waterside - BATH

30th December - Welcome drinks reception prior to three-course dinner. Entertainment from our resident duo. **New Year's Eve** - Full English breakfast. Day at leisure to explore the historical city of Bath. Five-course Gala dinner. Piper to herald in the start of the New Year. Dancing until late with our resident DJ. **New Year's Day** - Full English breakfast prior to departure.

Double/Twin	£195.00 2 nights	£55.00
Superior Double/Twin	£215.00 2 nights	£65.00

Leisure Line 0870 600 3013 www.bookmenzies.com



Christmas Packages

Throughout our hotels we are offering a variety of three and four night Christmas breaks. All the programmes are inclusive of meals and entertainment as indicated and the prices are per person for the duration of the programme and based on two people sharing a double room.

Interlude Breaks

Our interlude breaks offer the ideal opportunity to get away between Christmas and New Year. Prices are per person per night for a minimum of two nights, inclusive of dinner and full English breakfast and are valid between the 27th and 30th December 2004.

Guests booking a Christmas package may also take advantage of these prices to extend their stay.



Menzies Marine Hotel - SALCOMBE

23rd December - Dorset cream tea on arrival. Champagne cocktail reception. Four-course dinner followed by dancing to our resident duo. **Christmas Eve** - Full English breakfast. Buffet luncheon. Four-course Gala dinner with harmonies from the Barbershop Quartet followed by dancing. Mince pies and mulled wine for those returning from midnight mass. **Christmas Day** - Full English breakfast and a glass of bucks fizz. Five-course Christmas Day luncheon. Father Christmas "sails" in after lunch. Queen's speech followed by afternoon tea with Christmas cake. Gala yuletide buffet followed by a "Night at the Races". **Boxing Day** - Full English breakfast. Optional trip to the National Marine Aquarium (Price £20 per person including transportation). Farewell four-course Heroes and Villains themed dinner dance. 27th December - Full English breakfast prior to departure.

Room Type	Christmas Packages	Interlude Breaks
Inland Double/Twin	£410.00 3 nights £460.00 4 nights	£60.00
Seaview Double/Twin	£455.00 3 nights £520.00 4 nights	£75.00
Superior Room	£515.00 3 nights £600.00 4 nights	£95.00



Menzies Carlton Hotel - BOURNEMOUTH

23rd December - Dorset cream tea on arrival. Champagne cocktails in the cocktail lounge. Three-course candlelit dinner accompanied by our resident pianist followed by a casino night. **Christmas Eve** - Full English breakfast. Buffet luncheon. Four-course candlelit dinner dance. Mince pies and hot chocolate for those returning from Midnight Mass. **Christmas Day** - Traditional English breakfast served with a glass of bucks fizz. Christmas Day luncheon. Visit from Father Christmas for the children. Afternoon tea. Buffet dinner accompanied by our pianist. **Boxing Day** - Traditional English breakfast. Buffet luncheon. Optional trip to the Christmas pantomime (Tickets and prices are subject to availability at the time of booking). Farewell four-course Gala dinner dance. 27th December - Full English breakfast prior to departure.

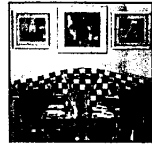
Inland Double/Twin	£425.00 3 nights £475.00 4 nights	£70.00
Seaview Double/Twin	£470.00 3 nights £545.00 4 nights	£85.00
Suite	£600.00 3 nights £695.00 4 nights	£125.00



Menzies East Cliff Court - BOURNEMOUTH

23rd December - Dorset cream tea on arrival. Champagne and canapés. Four-course candlelit dinner prior to festive entertainment from our resident duo. **Christmas Eve** - Full English breakfast. Buffet luncheon. Four-course candlelit dinner with entertainment. Mince pies and hot chocolate for those returning from Midnight Mass. **Christmas Day** - Traditional English breakfast served with a glass of bucks fizz. Christmas Day luncheon. Visit from Father Christmas for the children. Queen's speech and party games followed by afternoon tea and Christmas cake. Light buffet dinner accompanied by our pianist. **Boxing Day** - Traditional English breakfast. Buffet luncheon. Optional trip to the Christmas pantomime (Tickets and prices are subject to availability at the time of booking). Four-course Gala dinner with dancing to the sounds of the 60's and 70's. 27th December - Full English breakfast prior to departure.

Inland Double/Twin	£385.00 3 nights £435.00 4 nights	£60.00
Superior Room	£430.00 3 nights £495.00 4 nights	£75.00
Suite	£580.00 3 nights £585.00 4 nights	£97.50



Menzies Anglo Swiss - BOURNEMOUTH

23rd December - Dorset cream tea on arrival. Welcome drinks reception. Three-course dinner accompanied by our pianist. **Christmas Eve** - Full English breakfast. Relax in the hotel's superb indoor leisure complex. Light buffet luncheon. Three-course dinner followed by dancing to our disco. Hot chocolate and mince pies for those returning from Midnight Mass. **Christmas Day** - Full English breakfast. Four-course traditional Christmas Day luncheon. Queen's speech will be broadcast in the lounge. An afternoon of brain teasers and board games, followed by tea and Christmas cake. An informal dinner buffet. "Christmas night Armchair Quiz". **Boxing Day** - Full English breakfast. Treasure hunt. Buffet luncheon. An afternoon at the "Anglo Swiss Sweepstake". Fun horse racing for all the family. Grand finale four-course dinner with dancing. 27th December - Full English breakfast prior to departure.

Double/Twin	£265.00 3 nights £305.00 4 nights	£45.00
Superior Room	£302.50 3 nights £355.00 4 nights	£52.50



Menzies Prince Regent - LONDON NR. CHIGWELL

Christmas Eve - Afternoon tea on arrival. Three-course dinner. Mince pies and coffee for those returning from midnight mass. **Christmas Eve** - Full English breakfast. Gala Christmas Day luncheon with live entertainment. Light buffet dinner. **Boxing Day** - Full English breakfast. A free day at your leisure and a chance to go to the sales on Oxford Street or visit the West End Theatres. Candlelit farewell dinner. 27th December - Full English breakfast prior to departure.

Double/Twin	£235.00 3 nights	£40.00
Superior Double/Twin	£265.00 3 nights	£50.00



Menzies Flitwick Manor - FLITWICK NR. WOBURN

Christmas Eve - Welcome champagne and canapés reception. Four-course gourmet candlelit dinner. Mince pies and mulled wine awaits those returning from Midnight Mass. **Christmas Day** - Traditional manor breakfast with a glass of bucks fizz. Exquisite six-course Christmas luncheon. The renowned Manor treasure hunt. Informal Yuletide buffet. **Boxing Day** - Full English breakfast. Buffet luncheon. Grand farewell dinner. 27th December - Full English breakfast prior to departure.

Double/Twin	£395.00 3 nights	£70.00
Superior Double/Twin	£470.00 3 nights	£95.00
Four Poster	£545.00 3 nights	£120.00



Menzies Waterside - BATH

Christmas Eve - Afternoon tea on arrival. Welcome drinks reception. Three-course dinner with live entertainment. Mince pies and hot mulled wine awaits those returning from Midnight Mass. **Christmas Day** - Full English Breakfast. Four-course traditional Christmas Day luncheon. Visit from father Christmas for the children. Queen's speech broadcast in the lounge. Afternoon tea and Christmas cake. Informal buffet followed by a "Night at the Races". **Boxing Day** - Full English breakfast. Buffet luncheon. Optional visit to the pantomime at Bath's famous Theatre Royal - tickets available from £12.50. Farewell Gala dinner dance. 27th December - Full English breakfast prior to departure.

Double/Twin	£295.00 3 nights	£55.00
Superior Double/Twin	£325.00 3 nights	£65.00

Leisure Line 0870 600 3013 www.bookmenzies.com



Terms & Conditions

SHORT BREAK PRICES

Short Break prices are available for a minimum of two nights and are quoted as per person per night based on two people sharing a standard twin or double bedded room. All prices are inclusive of VAT. The allocation of room availability for Short Break holidays is entirely at the discretion of Menzies Hotels. There may be a number of occasions when hotels have availability of bedrooms, but due to anticipated demand or for other reasons they, or Central Reservations, may choose only to accept bookings at a higher rate and not at the rates published in this brochure. In any event, Short Break prices are only available on bookings made with our Central Reservations office.

WHAT IS INCLUDED

Short Break prices are inclusive of en-suite bedroom accommodation with bath or shower, colour television, hospitality tray*, full English breakfast and dinner** each evening. Dinner comprises a choice from the hotels fixed priced menu. Guests can dine from the hotels A la carte menu but will be charged the full published price for each dish. There are no refunds for meals not taken and unless specified in the brochure, no drinks or wines are included.

*Except Elbowick Manor and the Welcombe hotel.

**Dinner is not included if guests choose to take the bedroom and English breakfast option.

SUPPLEMENTS

Single (only when applied), superior and suite supplements are charged per person per night.

BABY FACILITIES

Baby sitting is chargeable and guests are advised to arrange this service directly with the hotel at least seven days prior to arrival.

ARRIVAL AND DEPARTURE

We endeavour to ensure guest rooms are available from 3.00pm although on some occasions it may be slightly later. Guests are requested to check out by 11.00am on the day of departure.

HEALTH AND LEISURE CLUBS

A number of hotels are equipped with either an indoor or outdoor swimming pool. Children under the age of 16 years must be accompanied by an adult at all times and are not permitted to use the gymnasium equipment.

HOW TO BOOK

Simply call our Central Reservations office on 0870 600 3013 which is open every weekday from 8.00am until 7.00pm and at weekends and bank holidays from 10.00am until 6.00pm. All reservations must be made at least 48 hours prior to the day of arrival. When making your reservation you will be asked to

provide a credit card number to guarantee your booking. Christmas and New Year reservations will require a £50.00 per person deposit and the balance will be due on 1st December 2004. Central Reservations will quote a booking reference number to confirm your reservation.

CANCELLATION AND AMENDMENTS

Menzies Hotels reserves the right to levy cancellation charges on the following basis:

Cancellation charges on standard Short Breaks may be made as follows:

- Up to 48 hours prior to arrival a fixed charge of £10 per adult booked.
 - Less than 48 hours prior to the day of arrival, or non-arrival then the booking will be charged in full.
- On Short Breaks involving five or more nights, Bank Holiday Breaks and Easter Breaks may incur cancellation charges as follows:
- Up to 72 hours prior to arrival a fixed charge of £50 per adult booked.
 - Less than 72 hours prior to the day of arrival, or non-arrival then the booking will be charged in full.

CHRISTMAS & NEW YEAR TERMS AND CONDITIONS

A £50.00 per person non-refundable deposit is required at the time of booking. Full pre payment is required by the 1st December 2004. All prepayments are non-refundable.

All prices are per person and for the number of nights indicated in the programme. The packages include full English breakfast and meals as indicated; dinner will always be a minimum of three courses. There are no refunds for meals not taken. All hotels reserve the right to finalise seating plans on the day. Unless specified drinks are not included in the price. Hotels reserve the right to amend any of the published entertainment or activity. Prices are inclusive of VAT at 17.5%.

Prices for children are available and are either based on children sharing a room with two full paying adults or being allocated a single room. Children under the age of five stay and eat free. Children between the age of 5 and ten pay 25% of the adult rate. Children between the age of 11 and 16 pay 50% of the adult rate. Children under the age of 16, who require their own room, will be charged at 80% of the adult rate. Children over 16 requiring their own room will be charged the normal adult rate. On the New Year's Eve package only children 11 yrs and over will be permitted to attend the New Year's Eve Gala dinner. High tea for children less than 11 yrs will be served at 5.30pm.

INSURANCE

You are strongly advised to take out insurance to cover the cost of cancellation and safeguard against other risks such as theft or accident whilst on your holiday. Travellers Protection Limited have arranged a competitive policy, details of which we will gladly send on request.



MENZIES HOTELS

Central Reservations Office

Tel 0870 600 3013 · Fax 01332 511144 · Email: info@menzies-hotels.co.uk

www.bookmenzies.com



Dear Guest,

May I extend a very warm welcome to the Menzie's Belford Hotel, Edinburgh and we hope you had a trouble-free journey. Along with my management team and all the staff in the hotel we look forward to ensuring you have a comfortable and enjoyable stay. The city itself has lots to offer including the famous Princes Street, a mere 15 minutes walk from our front door.

In the compendium on your dressing table you will find a guest directory, which gives a comprehensive summary of all the services and facilities available in the hotel. If you have any queries or special requests please do not hesitate to contact "Service Express" by depressing the button on your phone.

For those looking for more informal dining our six Nations Sports Themed Bar - "The Granary" is just beyond the Brasserie offering its own selection of snacks and light meals in a stylish environment to relax and soak up the atmosphere of the "Rugby Greats". Open Daily from 11am 'til late.

For dinner our Brasserie Restaurant offers a wide selection of seasonal dishes with inspiration from all over the world. You will find our menu innovative and flexible where starters can be served as a main course and vice versa. If your stay is inclusive of dinner you may select from the fixed price menu which offers a three course choice with coffee. You are however more than welcome to select any of the dishes from the main menu, and the appropriate supplementary charge as listed will simply be added onto your account.

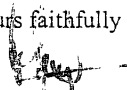
Children are, of course, most welcome and we have Children's packs readily available at the Brasserie and also a special Children's menu. For those younger Children who wish to eat before the normal restaurant opening hours please contact reception and we will be only too happy to make the necessary arrangements.

For your convenience in addition to the modem point in your room, I am also pleased to advise that we have two internet access computers located next to the public telephone on level two just past the Brasserie. These operate on either a cash or credit card basis and they also have "WiFi" access around that area as well.

Due to health and safety we have to limit the opening of our windows in the bedrooms, however if you would like us to fully open the window, we would be pleased to organize this for you, please contact reception to arrange this.

I hope to meet you during your stay with us and, should you require any assistance whatsoever, please do not hesitate to contact the Duty Manager or any member of the hotel team.

Yours faithfully

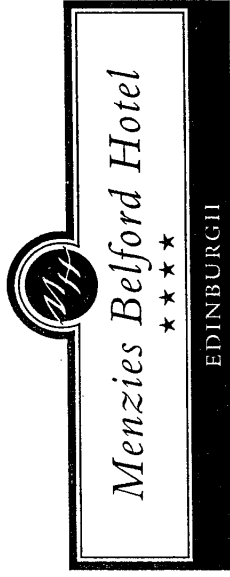

Philip Mellor MHICMA
General Manager

MENZIES BELFORD HOTEL 69 BELFORD ROAD EDINBURGH EH4 3DG
Tel. 0131 332 2545 Fax 0131 332 3805 Email. info@menzies-hotels.co.uk
GDS Codes: Sabre UI11996 Galileo UI8352 Worldspan: UI06013 Amadeus UIED1293

www.bookmenzies.com

CENTRAL RESERVATIONS Tel. 0870 600 3013 · CONFERENCE DIRECT Tel. 0500 636 943 · Fax 01332 511144

MENZIES HOTELS PLC · REGISTERED IN ENGLAND NUMBER 2519633 · VAT NUMBER 570 9955 96
PARENT COMPANY, MENZIES HOTELS GROUP LIMITED · REGISTERED IN ENGLAND NUMBER 4036694



Welcome to Menzies Belford Hotel

This guide has been designed to give you full details of the services and facilities available. However, should you require any further information please do not hesitate to contact any member of the hotel team.

We are proud to welcome you to **Service Express**, a consolidation of services that makes it easy to ask for anything you require.

Whether for Room Service, Housekeeping or any other service simply telephone **Service Express**, then sit back, relax and your request will be dealt with in an organised and efficient manner.

Our Short Breaks brochure, located in your room, details a range of quality leisure breaks throughout England.

Alternatively, our Corporate Directory is available from reception.

Finally, may we take this opportunity to thank you for choosing to stay with us and wish you a pleasant and enjoyable stay.

Telephone Service Express 0

Hotel Services

Alarm Calls:

Please advise reception of your requirements the previous evening.

Baby Sitting:

For a baby sitting service charged accordingly please make arrangements with reception.

Breakfast:

Breakfast is served in the brasserie. However, if you prefer you may enjoy either Continental or full English Breakfast in your room, for which there will be an additional charge.

Simply complete the order card provided and hang it outside your room before 02.00.

Early morning tea is available from room service. Please telephone **Service Express**.

Business Services:

To enable guests to continue with any business requirements, we can provide photocopying, secretarial services, facsimile transmission and receipt, postal services and stationery supplies.

Children's Menu:

Children are welcome to dine in the brasserie and children under 10 may select from either the children's menu or receive half price portions from the brasserie menu.

Conference and Banqueting:

We offer a range of facilities for every occasion. Interview rooms, training rooms with syndicates, U-shaped conferences or private dinner parties.

Please contact the manager on duty who will be pleased to show you our facilities and discuss your requirements in detail.

Coffee and Tea:

For your comfort tea and coffee making facilities are located in your room. Please telephone **Service Express** for further supplies.

Departure:

We ask that guests vacate their room by 11.00 on the day of departure. Should this prove inconvenient please telephone **Service Express** who will endeavour to make alternative arrangements for you.

Doctor:

Information on local practices and emergency services are available, telephone **Service Express**. There will be charge to call out a doctor.

Dry Cleaning and Laundry:

24 hour dry cleaning and laundry is available Monday to Friday excluding Bank Holidays. Please advise reception before 09.00 to receive the same day service.

Fire Precautions:

For your personal safety, please read the fire notice displayed on your bedroom door and familiarise yourself with the fire evacuation procedure.

Housekeeping:

Please telephone **Service Express** should you require extra pillows, blankets, towels, bath mats, toiletries, iron and ironing board.

Information:

For any information that is not fully explained in this Directory please telephone **Service Express**.

Key Cards:

For your personal security, please carry your key card.

You may be asked to show your card when charging services to your room account.

Mail and Messages:

All incoming mail will be placed with your key box on arrival. Outgoing mail should be given to reception for posting. Should you receive any messages and not be available, your messages will be held at reception.

Newspapers:

If you would like a morning newspaper delivered to your room, please place your order with reception the previous evening.

Reception Desk:

The reception team will be pleased to assist with car hire, church services, flight and train reservations, flowers, hairdressing, sightseeing, taxis and help answer all other general enquiries.

Room Maintenance:

Rooms are checked daily, however in the event that you discover a fault, please telephone **Service Express** who will endeavour to remedy the fault as soon as possible.

Room Service:

Room service is available 24 hours a day offering a range of meals, snacks and beverages.

A menu is provided in your room.

Shoe Cleaning:

Shoe shine cloths are provided in your room.

Telephone Information:

For a direct dial facility please dial 9, wait for the tone then dial the number.

Further details are on the telephone card in your room.

Television and Radio:

Your television receives the main terrestrial channels and local channels.

Channel details are available on the information card in your room.

The television must be switched on at the mains and at the set.

Should you experience any difficulties, please telephone **Service Express**.

Valuables and Safety Deposit:

May we please bring your attention to the Hotel Proprietors (1956) Act displayed in reception.

The hotel cannot accept any responsibility for guests valuables left on the premises.

However, valuables may be deposited for safe keeping against a receipt with reception.

Brasserie Style Restaurant and Lounge Bar:

Relax and enjoy the comfort and hospitality of our brasserie style restaurant.

The brasserie offers an excellent choice of British and International cuisine enhanced by seasonal specialities.

Should you have any special dietary requests, we will be happy to accommodate you, however please contact the manager on duty to discuss your requirements.

Children are welcome to dine in the brasserie accompanied by an adult.

Children under 10 may choose from either the children's menu or select half portions from the brasserie menu.

The restaurant is a non-smoking area, however guests are welcome to smoke either in the lounge or bar.

Opening Times

Breakfast	Monday to Saturday	07.00 - 09.30	Sunday	08.00 - 10.00
Lunch	Everyday	12.30 - 14.30		
Dinner	Monday to Thursday	19.00 - 21.30	Friday and Saturday	19.00 - 22.00
	Sunday	19.00 - 21.00		

Lounge Bar

The lounge bar offers a selection of beverages and light meals throughout the day.

Afternoon tea is served between 14.30 and 17.30.

Places of Interest:

Make the most of your stay by exploring the many attractions the surrounding area has to offer.

For further information on any of the following or additional attractions not listed, please contact reception.

- Edinburgh Tattoo and Fringe
- National Portrait Gallery and Museum
- Five minutes walk from Princes Street
- Scottish Gallery of Modern Art
- Edinburgh Castle
- The Dean Gallery
- The Palace of Holyrood House
- National Heritage – see Reception for details on local Stately Homes and Parks
- Royal Yacht Britannia



LAUNDRY AND DRY CLEANING

Garments collected before 8.45am will be returned by 5.00pm the Same Day.

Laundry & Dry Cleaning Service: Mon-Sat

Please contact Reception for collection. Laundry will be returned to your room in the evening.
The Hotel cannot be responsible for shrinkage or colour fastness. In case of loss, the Hotel will be liable for no more than 5 times the cost of cleaning the article. We cannot guarantee to remove all stains successfully.

Name:..... Room:..... Date:.....

LAUNDRY					DRY CLEANING				
	Price	Guest Count	Control	£ p		Price	Guest Count	Control	£ p
Shirt (starched) Hang/Fold	£4.50				Suit (3piece)	£12.25			
Shirt (soft) Hang/Fold	£4.25				Suit (2piece)	£11.10			
Brief/Boxer-Shorts	£2.50				Dress Suit	£12.15			
Underslip/Vest	£2.50				Trousers/Jeans	£6.00			
Socks	£1.80				Jacket	£6.50			
Trousers/Slacks	£5.60				Overcoat	£11.10			
Blouse	£3.50				Raincoat	£11.10			
Nightgown/Pyjamas	£4.80				Sweater	£5.00			
Handkerchief	£0.90				Dress	£8.00			
Panties	£2.00				Evening Dress	£13.35			
Bra	£2.00				Skirt	£5.50			
Dressing Gown	£4.45				Pleated Skirt	£7.80			
T-shirt	£3.00				Blouse	£5.60			
Sports/Sweat Shirt	£4.50				Waistcoat	£3.50			
Sports Shorts	£3.50				Ties	£3.25			
Tracksuit	£9.50				Silk Shirt	£4.50			
					Shorts	£3.50			
PRESSING ONLY					PRESSING ONLY				
Suit (3-piece male)	£7.50				Dress	£4.50			
Suit (2-piece male)	£6.50				Evening Dress	£10.00			
Dress Suit	£6.25				Blouse	£3.00			
Trousers/Slacks	£3.00				Skirt	£3.00			
Jacket	£3.00				Suit (female)	£6.50			
Shirt	£3.00				Pleated Skirt	£4.50			
Sub-Total					Sub-Total				
TOTAL £					TOTAL £				

Special Instructions.....

An additional cost may be accrued for any delicate items.
Unless an itemised list is sent with laundry, the hotel count takes priority.
These prices are inclusive of VAT. Total charge will be added to your account

Room Service

The Room Service Menu is available 24 hours a day. To place an order please telephone **Service Express**. Should you have any specific requirements that are not stated on the menu we would be delighted to try and help.

A full wine list is also available in addition to the wines listed. Please detail your requirements when ordering and we will be happy to advise you of the choice and prices available.

You may also order items from our restaurant during meal times for an additional charge.

Please telephone the restaurant who will be happy to advise you of today's dishes or meet your own specific requirements.



NIGHT TIME - Denotes items available 24 hours a day all other items are available between 10am - 9.30pm.




VEGETARIAN - Vegetarian dishes are denoted by this symbol against the dish.

Should you require breakfast in your room please complete the card hanging on your door handle before 2am.

All prices are inclusive of VAT at the current rate.

Room Service Menu

 Beverages All served with traditional hand baked biscuits

Your choice of Tea, Served in individual pots

Traditional Tea, Earl Grey, Darjeeling, Assam

A choice from our selection of fruit & herbal infusions

Your choice of Coffee

Cafetière of freshly ground coffee

Cup of cappuccino, espresso, café latte

Floater coffee, with whipped cream & chocolate shavings

Individual pot of Hot Chocolate

Glass of Chilled or Warm Milk

Pastries & Desserts

Danish Pastry, Croissant or Pain au Chocolate

Chocolate & Blueberry Mini Muffins


Toasted Teacake, - with butter and preserves

Fruit Scone - with butter, whipped cream and preserves

Traditional Handbaked Scottish Shortbread


Sandwiches & Italian Ciabatta

Your choice of white or wholemeal sandwiches or alternatively, an individual Italian Ciabatta, prepared with your choice of filling. All are served with potato chips, coleslaw and crisp leaf garnish.

 **Regular Fillings:**

Roast Beef with Horseradish

Glazed Ham with English Mustard

 Mature Scottish Cheddar cheese

Roast Chicken with Lemon mayonnaise

Roast Turkey with Cranberry Sauce


Deluxe Fillings:

Smoked Salmon and Cucumber

Norwegian Prawn with Marie Rose Sauce

Minute Steak with Sautéed Onions

Bacon, Brie and Tomato

 'VLT' - Avocado, Lettuce and Tomato with Blue Cheese Dressing

Light Meals

Freshly prepared Soup of the Day

Prime Burger - 8oz beefburger topped with bacon and cheese, in a sesame bun with fries and salad garnish

Blackened Cajun Chicken - Salad leaves, spicy wedges and crème fraîche

Baked Scottish Salmon - Fennel, lime and red onion

Lamb Rogan Josh - Saffron scented rice and nan bread

Thai Potato and Vegetable Sweet Curry - With Basmati rice

Tagliatelle Verdi - With Mediterranean vegetables and tomato sauce

- With bacon, garlic cream, herbs and mushrooms

Scottish Sirloin Steak 8oz - Prepared to your specification, with traditional grill garnish


Side Orders A selection of tempting extras to complement your meal:

French Fries • Crispy Onion Rings • Mixed Salad

Seasonal Vegetables • New Potatoes • Mashed Potatoes

Desserts

A selection of British and Continental Cheese - With biscuits

 **Passion Fruit and Mango Tear Drop** - With raspberry coulis

Luxury Flavoured Ice Cream - A combination of three scoops

Chef's Choice of Dessert - Available daily upon request

For a more substantial meal you may wish to dine within either The Brasserie, where you will find a full service A la Carte Menu and daily fixed price menu. Or, alternatively The Granary Bar which provides all day meals.

KIDDIES CORNER

The dishes listed below are available to children up to the age of 10 years. Children's meals are charged at **£6.50** to include 3 courses and a drink from those listed below.

Starters

Heinz Cream of Tomato Soup • Chef's Homemade Soup of the Day • Melon Boat
Small Tagliatelle Carbonara • Prawni Cocktail

Main Courses

Chicken Nuggets • Grilled Sausages • Goujons of Plaice

100% Beefburger with Cheese & Bacon • Tagliatelle Carbonara

Veggie Burger • Macaroni Cheese

• All Main Courses are served with Beans or Peas and Chips or Jacket Potato

Desserts

Fresh Fruit Salad • Selection of Assorted Yoghurts

Selection of Assorted Ice Creams • Banana Split

Beverages

Coca Cola • Fruit Juice (Orange, Pineapple or Grapefruit), Milk or Lemonade

	125ml	175ml	250ml	1/2 Bottle	Bottle
Champagne & Sparkling Wines					
101. Asu Spumante, S Orsola					£16.95
102. Codornia Cava	£3.00				£17.50
103. Mercier Brut NV					£32.50
104. Menzes Hotels, Specially Selected	£5.25				£29.95

White Wines

1. Muscadet de Serve et Maine Sur Lie	£3.95	£5.70			£15.95
2. Chenu Blanc, Breede River, Cullinan View	£3.15	£4.50			£12.50
6. Chablis, Glorie de Chablis, J Moreau et Fils			£12.50		£24.95
12. Chardonnay, Mendoza, Finca Fichman	£3.70	£5.35			£14.95
14. Sauvignon Blanc, Errazuruz La Escultura Estate			£10.50		£19.95
16. Pouilly Fume, Domaine Jean Claude Chatelean			£16.50		£32.95

Red Wines

52. Claret, Cordier	£3.50	£5.00	£6.95		£13.95
53. Chianti Classico, Castello di Fabbrica Trambusti					£21.95
62. Cabernet Sauvignon, Colhagna Valley, Casa la Joya	£4.25	£6.00	£5.50		£16.95
63. Rioja Reserva, Don Jacobo, Bodegas Corral					£32.50
68. Varanmonte Estate Merlot, Manjo Valley					£20.95

Spirits

House Spirits (Gin, Vodka, Rum, Whisky) (35ml)				from	£3.40
Malt Whisky (35ml)				from	£4.50
Cognac and Armagnac (35ml)				from	£4.50
Vermouth (70ml)				from	£3.40

Minerals

Mineral water, Sparkling or Still, 1 litre				from	£3.95
Lemonade or Coca Cola					£1.65
Baby Minerals (Tonic, Bitter Lemon, Ginger Ale)					£1.20
Fruit Juice (Orange, Pineapple, Grapefruit, Tomato)					£1.40
Ginger Beer					£1.65
Apple Juice					£1.65

Bottled Beers

Beck's (5%)					£2.95
Budweiser/Muller (5%)					£2.00
Kaiser (0.2%)					£2.95
Strongbow (5.3%)					£2.95
Blackhorn (6%)					£2.95



Dear Guest

Your satisfaction is the most important aspect of our business and we constantly focus on developing our services and facilities to ensure that we are delivering the things that are most important to you, our guest.

I would be very grateful if you could spare a few moments to complete this guest response form to help my team ensure that our decisions in respect of investment in our people and hotel facilities meet and hopefully exceed your expectations for the future.

Your feedback will be particularly helpful in influencing our training direction to ensure that emphasis is given to areas which you identify as critical to your satisfaction.

Although I am unable to acknowledge every guest response form, I do very much appreciate all feedback. Please be assured that both words of praise and comments on improvements are always actioned accordingly.

I would request that should you be unhappy with any aspect of your stay, you must bring it to the direct attention of the Manager on duty in order that we have the opportunity to rectify the situation, as this cannot be achieved once you have left the hotel.

I do hope you enjoy your stay and continue to choose a Menzies Hotel in the future.

My sincere thanks for your time on this occasion.

Yours sincerely

R. Nicholas Menzies
Chairman

Hotel Name: _____

Room Number: _____

Arrival Date: _____

Reception:

Were you made to feel welcome? **Yes** **No**

Was your reservation correct?

Was check in/check out efficient?

Were the restaurant facilities brought to your attention?

Were you acknowledged by name?

Comments _____

Your Room: **Excellent** **Good** **Average** **Poor**

Cleanliness

Comfort of your bed

Functioning of facilities

Bathroom

Overall impression

Value for money

Comments _____

Restaurants: **Excellent** **Good** **Average** **Poor**

Menu choice

Quality of food

Service efficiency

Recognition & attentiveness

Atmosphere

Value for money

Breakfast buffet

Which meals were taken? **Breakfast** **Lunch** **Dinner**

Comments _____

Bars: **Excellent** **Good** **Average** **Poor**

Choice of beverages

Recognition & attentiveness

Value for money

Comments _____

Children's Facilities: **Excellent** **Good** **Average** **Poor**

How would you rate the arrangements made for your children?

Comments _____

Leisure Facilities: (where applicable) **Excellent** **Good** **Average** **Poor**

Overall impression of facilities

Cleanliness

Comments _____

Better **Equal** **Worse**

How do you rate this Menzies Hotel compared to other hotels of a similar rating?

Comments _____

Yes **No**

Will you choose this hotel again if you have a future requirement in this area?

More Likely **Less Likely**

Has your stay made you more or less likely to choose a Menzies Hotel in the future?

Comments _____

Please tick this box if you would like to be kept informed of news and special offers at Menzies Hotels.

Title _____ **Initial** _____

Surname _____

Address _____

_____ **Postcode** _____

Please fold, moisten gummed edges and seal.

FOLD

FOLD

附件十三

South West

England



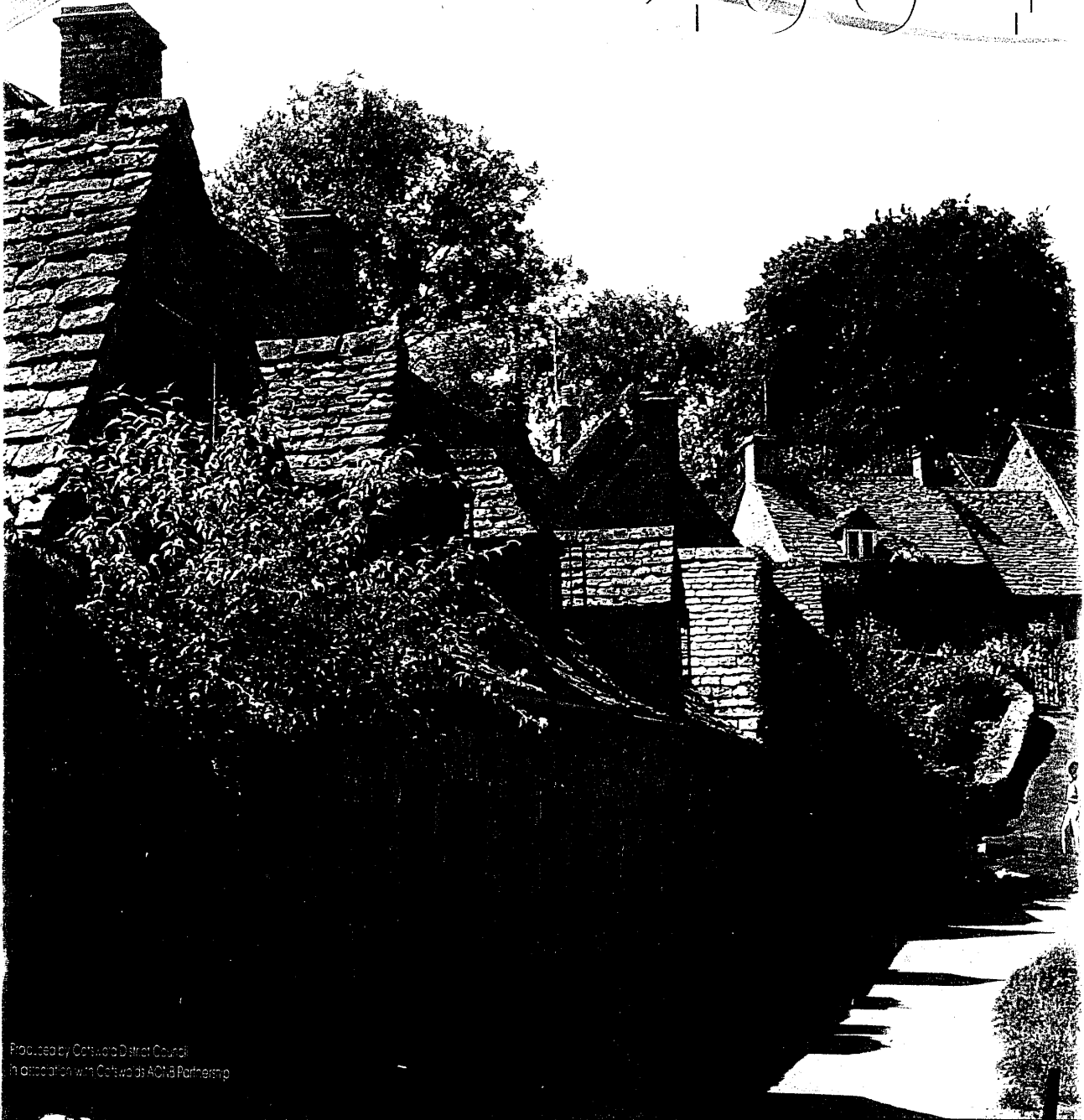
Welcome to the

£2.75



Cotswolds

2004

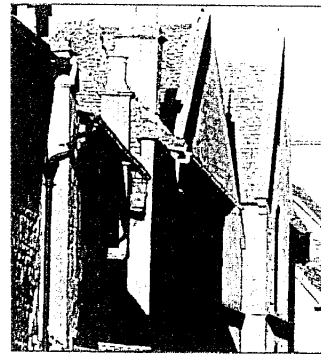
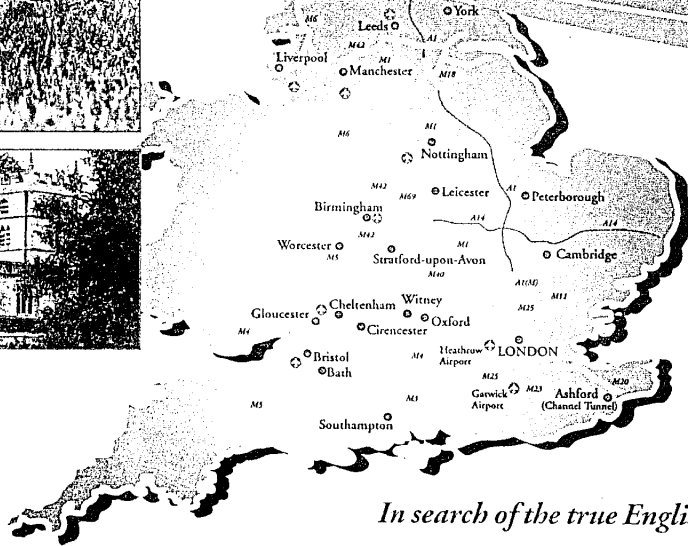
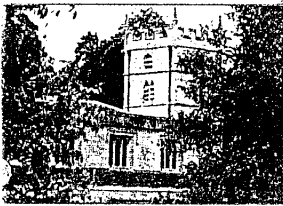


Produced by Cotswolds District Council
in association with Cotswolds AONB Partnership



**Your Essential Guide to Hotels, Inns,
Bed & Breakfast, Farmhouses, Self Catering and Caravan & Camping**

Welcome To The Cotswolds



In search of the true English countryside?

You have found it - here in the Cotswolds, considered by many to be one of the most beautiful areas in England.

We offer a wide choice of accommodation, from elegant country house hotels and small family run B&Bs to excellent farmhouses, self catering accommodation and camping and caravan sites.

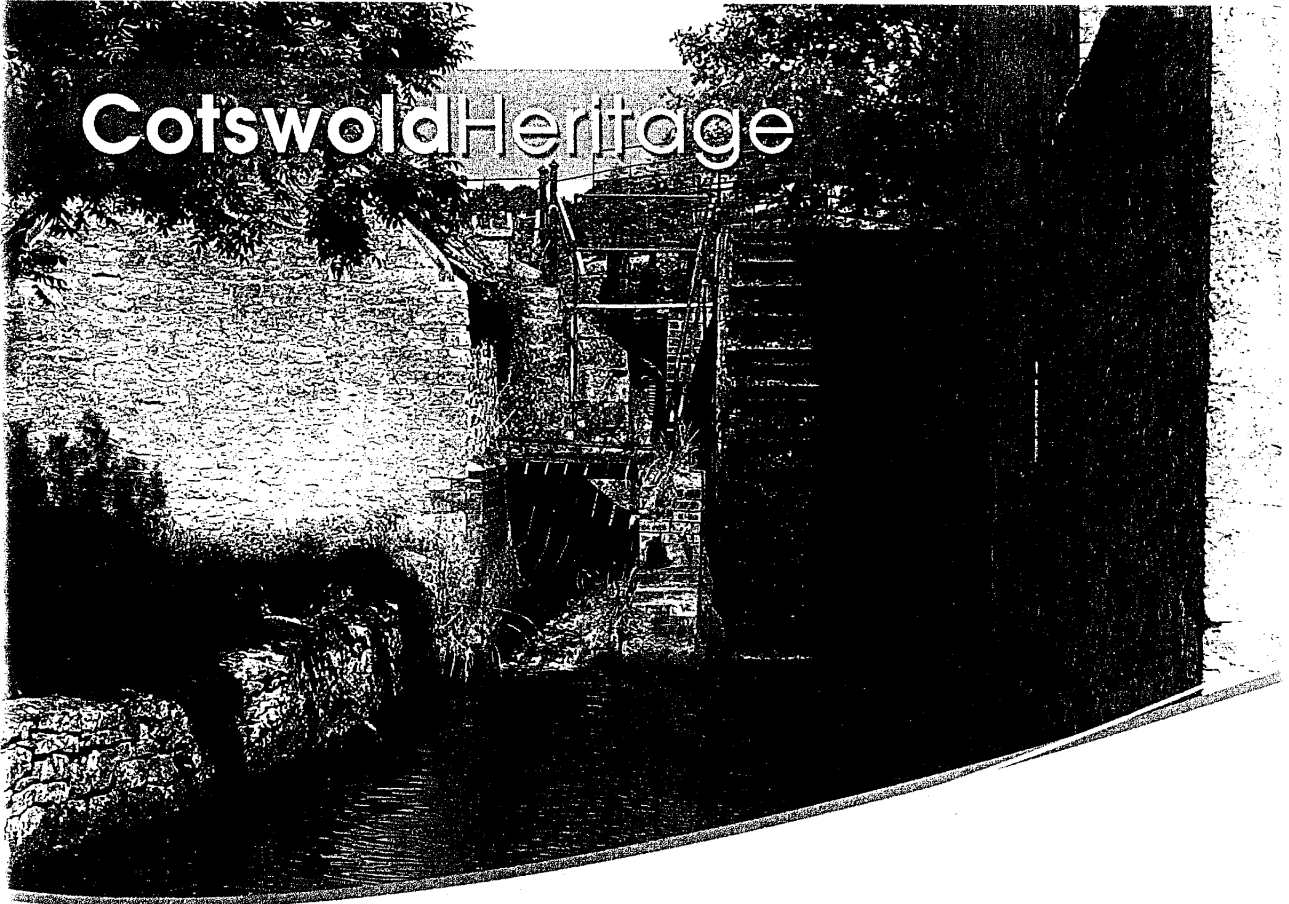
During your stay in the Cotswolds you will find plenty of places to visit and sites to enjoy, in Market Towns and quiet villages and hamlets. Our many attractions include museums and galleries, historic houses, gardens and wildlife parks.

We hope that this guide will help you to plan and enjoy your special time in the Cotswolds. Don't forget that the Visitor Information Centres listed in the guide can help you in finding accommodation and other services provided for visitors.

Enjoy your stay and do come again!



Cotswold Heritage



▲ Lower Slaughter



The Cotswolds is world famous for the beauty of its towns and villages. In scale this varies from modest cottages to imposing manor houses and impressive churches both large and small. It is the uniformity which so appeals - a mellow golden limestone, which as you get to know it you will see varies across the region from a creamy white through subtleties of grey to a golden hue, all within the space of a few miles !

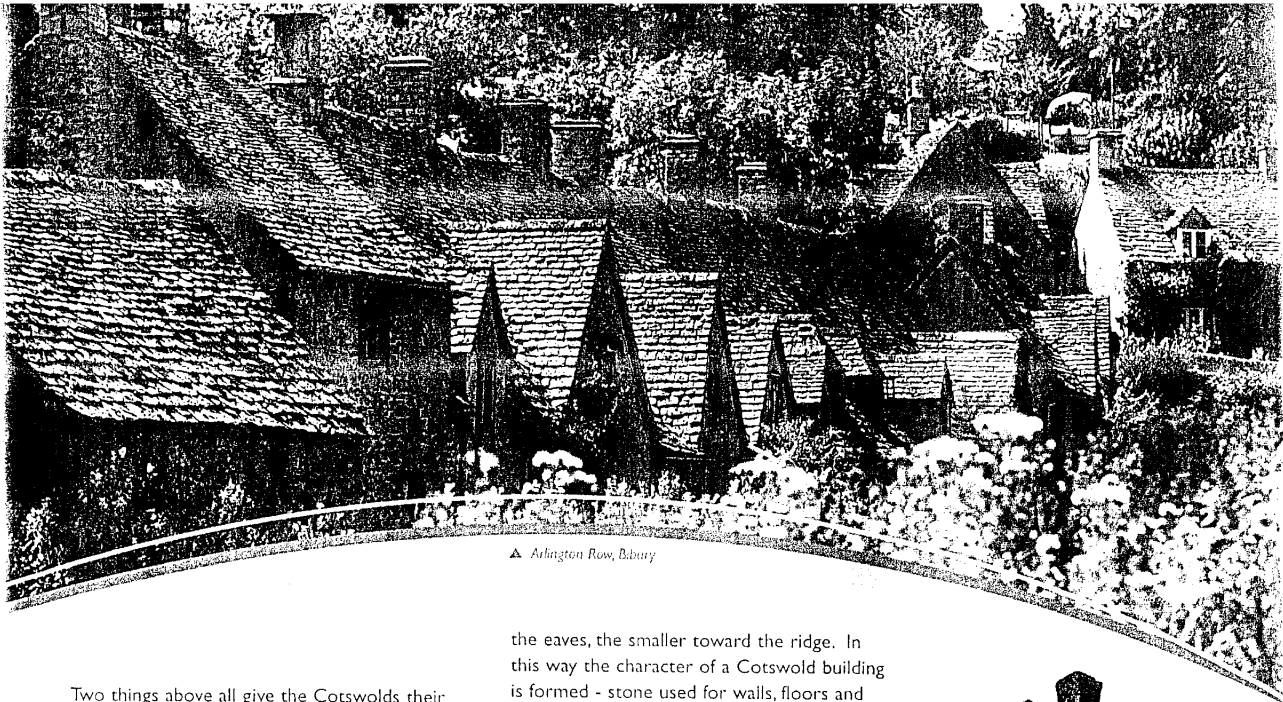


Here in an area bounded by Bath, Oxford and Stratford-upon-Avon is a warm and appealing countryside, with some of the finest landscape in England. Gently undulating hills and tree-lined valleys rise gently from the green

meadows of the upper reaches of the Thames to the dramatic limestone escarpment which is (quite literally) the high point of the Cotswolds. From here the hills slope down dramatically into the Vale of Evesham and the Severn Vale.

Cotswold towns and villages such as Burford, Bibury and Bourton-on-the-Water are famous all over the world and epitomise the English rural scene. Each stands on a famous Cotswold river, the Windrush and the Coln, typical of so many Cotswold communities which have grown up over centuries in these attractive river valleys running down through the hills.

Not all villages are as well known, and today many still hold their secrets. Amongst the treasures to be found are ancient sites - perhaps a roman villa or a "lost" village - or an unspoilt historic church which seems to have been left behind by modernisation over the years. Open the church door and discover a hidden world of history, still in use. It may be a simple stone bridge spanning a crystal clear stream or an unassuming country pub serving a locally-brewed beer and good food. These are all examples of harmony between man and his environment, a respect for continuity in a changing world.



▲ Arlington Row, Bibury

Two things above all give the Cotswolds their special warmth and richness: the soft natural limestone and the wealth of the wool trade in medieval England centuries ago which has left its legacy in the high quality stone buildings for which the area is renowned.

Today the Cotswolds has a magnetic attraction for many: artists, historians, naturalists, cyclists and walkers - anyone indeed with a love for rural peace and the tranquillity of the English countryside.

Traditional as well as contemporary crafts are demonstrated in galleries and at shows all over the area.

There is a wide range of attractions to suit all these tastes and more. Exploring the real Cotswolds at any time of year is a rewarding experience, each season throwing a different light on the ever-changing scene.

Cotswold Stone

The Cotswolds is limestone country, part of the Jurassic belt which stretches across the country from Dorset to Yorkshire.

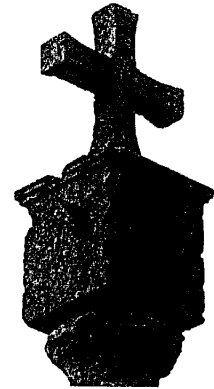
Stone has been quarried here for centuries and for a variety of uses, everything from small farm buildings to the magnificent wool churches. Its texture enabled masons to produce interesting and intricate architectural details such as mullions, gargoyles and churchyard crosses. Such gems can still be discovered today.

Some limestone occurs in thin layers, making it easy to split into roof tiles; these "slates" are graded on most roofs, the largest tiles nearest

the eaves, the smaller toward the ridge. In this way the character of a Cotswold building is formed - stone used for walls, floors and roof.

The colour of Cotswold stone varies, from the honey colouring of the north and north east of the region, through the golden stone of the central area down to the pearly white stone associated with Bath. Good masons could tell the source of the stone they used.

Although still an important local industry, only a relatively small amount of stone is extracted from the several quarries still working. Their products however continue to add a special freshness to new buildings, which will weather and harden over time to look eventually like all the other Cotswold stone buildings, rich with the patina of age.



Drystone Walls

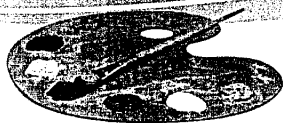
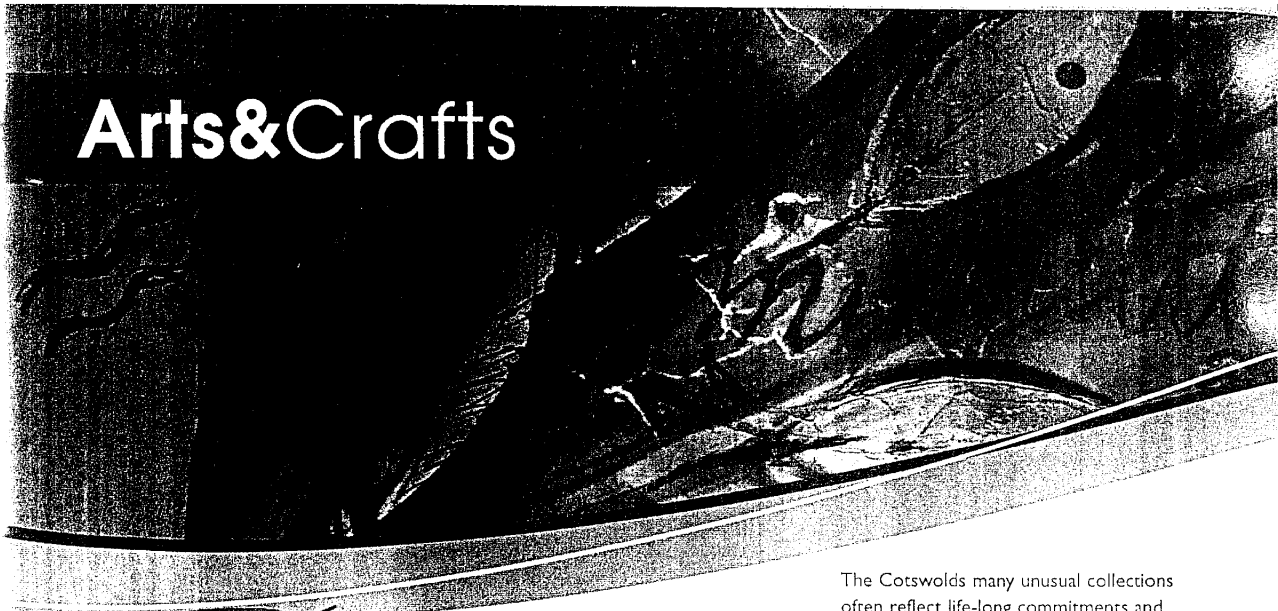
With stone readily available, it was cheaper to enclose Cotswold fields with stone walls than to plant hedges. There have been stone walls here since neolithic times. Much of what we see today is much later, mostly of the 18th and 19th centuries when large tracts of the open downland were enclosed into fields.

These walls now represent an important historical landscape and a major conservation feature. Their construction is a matter of skill, as there is no mortar in a true drystone wall. The stones are carefully chosen for shape and size and laid so that the rainwater will drain through the wall naturally. To see a waller at work is a rare treat - methodical work undertaken in all weathers and in a tradition which seems timeless.



▲ Drystone Walls

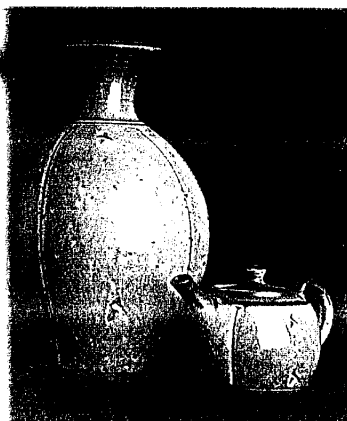
Arts&Crafts



'Have nothing in your houses that you do not know to be useful or believe to be beautiful' William Morris



Harts Silversmiths, Chipping Campden ▲



Cotswold Pottery ▲

The Arts and Crafts Movement of the early 20th Century is well represented throughout the Cotswolds, and visitors today can explore this inheritance at galleries, churches and museums.

William Morris, one of the leaders of the Arts and Crafts Movement, was greatly influenced by the Cotswold countryside. Kelmscott Manor in West Oxfordshire became his country home from 1871 until his death in 1896. Kelmscott played an important part in his life and can still be visited today.

The World-renowned Guild of Handicrafts, which was founded by the architect C.R. Ashbee, came to Chipping Campden from London in 1902. Today it remains a centre for crafts, and descendants of the original group are still there! You can visit the Trust's permanent exhibition of their work and see the contribution made by modern designers and makers.

Architects like Norman Jewson lovingly repaired old buildings, such as Owlpen Manor. At Rodmarton the manor is a splendid example of arts and crafts traditions at work - the whole house was built in this way, taking 20 years before completion in 1929. Ashbee himself said 'The English Arts and Crafts movement is at its best here.'

There are other examples all over the Cotswolds. A group flourished in the Upper Frome Valley above Stroud and around Sapperton, making fine furniture. There are churches with examples of stained glass craftsmanship at Shipton-under-Wychwood, Burford and Cirencester.

The Cotswolds many unusual collections often reflect life-long commitments and passions such as the Roman floor-mosaics from Gloucestershire villas, now housed in the Corinium Museum in Cirencester. Keith Harding's World of Mechanical Music in Northleach which includes musical boxes, self-playing musical instruments and automata. Snowhill Manor (closed 2004), managed by the National Trust, is a fascinating cornucopia of objects collected by Charles Wade, and housed in a Tudor Manor. The Wildlife and Wetlands Trust at Slimbridge has a new Visitor Centre and Wildlife Art Gallery which includes paintings by its founder, Sir Peter Scott as well as changing exhibitions. Westonbirt Arboretum at Tetbury has a 'Sculptree' wood-carving event each August.

There are lots of opportunities in the Cotswolds to see crafts people at work. Brewery Arts in Cirencester, contains craft workshops and an exhibition gallery. Cotswold Woollen Weavers is housed in an 18th century building in Filkins where there is a working woollen mill and superb weaving machinery. The Silk Mill at Chipping Campden is where you will find the last operating workshop of The Guild of Handicraft. It specialises in domestic silverware and ecclesiastical and civic silver.

Artists' Networks offer the opportunity to meet contemporary craft workers who continue to uphold the Cotswolds tradition. Members of The Gloucestershire Guild of Craftsmen and The Oxfordshire Craft Guild display their work at regular exhibitions throughout the Cotswolds.

Ask at the Visitor Information Centres (see page 2) for the 'Artists and Craftspeople in Gloucestershire and the Cotswolds' leaflet, and details of what to see today in craft studios, shops and craft markets.

CotswoldEvents2004

16th-18th March National Hunt Festival Cheltenham

29th Apr-2nd May The Badminton Horse Trials, Badminton

1st-3rd May The Gatcombe Craft Fair Near Minchinhampton (tbc)

8th May The 2004 Barnsley Village Festival, Near Cirencester

28th May-6th June Performing Arts Week, Westonbirt, The National Arboretum, Tetbury

29th-31st May Craft Fair, Blenheim Palace, Woodstock

31st May Annual Woolsack Races and Traditional Street Fair, Tetbury

31st May Cheese-Rolling, Cooper's Hill, Near Brockworth. (A46 Stroud-Brockworth)

4th June Robert Dover's Cotswold Olimpck Games, Chipping Campden

5th June Scuttlebrook Wake: The Finale to Robert Dover's Cotswold Olimpck Games

4th June-5th Sept The International Festival of Gardens Westonbirt, The National Arboretum, Tetbury

18th June-17th July The Longborough Festival Opera, Near Moreton-in-Marsh

20th June Kemble Air Day: Kemble Airfield, Near Cirencester

Date tbc The Hailes Music Festival, Hailes, Nr Winchcombe

9th-11th July The Popular Flying Association Rally - Kemble Airfield, near Cirencester

10th-11th July The Cotswold Show and Country Fair, Cirencester

17th-18th July The Royal International Air Tattoo with "Defence 2004": The World's Largest Military Air Show RAF Fairford.

18th-24th July Cirencester Early Music Festival, Cirencester Parish Church and other venues.

24rd-25th July CLA Game Fair, Blenheim Palace, Woodstock

31st July The Westonbirt Concert with Fireworks, Westonbirt, Tetbury

24th-31st July The Guiting Festival 2004 Guiting Power, Near Bourton-on-the-Water.

6th-8th August The Gatcombe Horse Trials: Festival of British Eventing Near Minchinhampton. (tbc)

7th-8th August The Gloucestershire Steam & Vintage Extravaganza Kemble Airfield, Near Cirencester

21st-22nd August The Fairford Traction Engine Rally and Show, Fairford

27th August The Blenheim Concert with Fireworks, Blenheim Palace, Woodstock

28th-30th August Gatcombe Craft Fair Gatcombe, Nr Minchinhampton (tbc)

28th-30th August The Festival of Wood & "Sculptree 2004" Westonbirt, Tetbury

4th September Moreton Show Moreton-in-Marsh

16th-30th October The Cotswold Antique Dealers' Association Exhibitions Fortnight (tbc)

19th Nov-19th Dec The Enchanted Wood, Westonbirt Tetbury

December Victorian Christmas evenings (various locations)

The 2004 Summer Season of Open-Air Theatre
 'Love's Labours Lost', 'King Lear' and 'As you like it' are among the plays that will be staged on some of the Cotswolds' most beautiful landscapes and architecture.

Music

A full and varied programme of musical events takes place throughout the year, including Choral and Orchestral Concerts in the splendid Cotswold "Wool" churches; Music & Arts Festivals in the Market Towns and Popular Music concerts in Cirencester's Corn Hall.

Antiques & Crafts

Antiques & Craft Markets are a regular, year-round feature in many of the Cotswold towns. In Cirencester, the weekly Friday Antiques Market and Saturday Craft Markets are well-established favourites. There are also popular fortnightly or monthly Antiques and Craft Markets in Stow-on-the-Wold, Bourton-on-the-Water, Lechlade, Tetbury, Burford and Moreton-in-the-Marsh.

For a full listing of events or further details of any of these facilities please telephone or call at one of the Visitor Information Centres listed on page 2. Alternatively, visit www.cotswold.gov.uk/tourism

Wherever you are in the Cotswolds, you are rarely more than an hour from Theatres, Cinemas and Leisure Facilities.

Cinema - Cheltenham, Gloucester and Swindon
Theatre - Cirencester, Cheltenham, Chipping Norton, Bath, Swindon Tewkesbury, Malvern and Oxford

Racing (horse) - Cheltenham, Bath, Stratford-upon-Avon, Warwick and Worcester

Racing (greyhound) - Swindon & Oxford
Leisure Facilities - Bourton-on-the-Water, Cirencester, Cheltenham, Swindon and Gloucester

For other sporting activities, the area is well served by golf courses, riding establishments and opportunities for fishing.

The information supplied was correct at time of going to print. Cotswold District Council cannot accept responsibility for any alteration or cancellation.

Farmers' Markets

Cirencester
 2nd & 4th Sat in month
 Tetbury
 1st Fri in month
 Bourton-on-the-Water
 4th Sun in month
 Stroud
 1st & 3rd Sat in month
 Cheltenham
 2nd & 4th Fri in month
 Stow-on-the-Wold
 2nd Thurs in month

Weekly Retail Markets

Cirencester
 Monday & Friday
 Fairford
 Wednesday
 Moreton-in-Marsh
 Tuesday
 Tetbury
 Wednesday

WI Markets

Started in 1919 to provide a place where surplus homemade and home grown produce could be sold to the public.

Cirencester - Friday
 Chipping Campden - Friday
 Cheltenham - Thursday & Friday
 Fairford - Wednesday
 Painswick - Friday
 Lechlade - Thursday
 Minchinhampton - Thursday
 Moreton-in-Marsh - Thursday
 Northleach - Thursday
 Tetbury - Friday
 Tewkesbury - Friday
 Burford - Friday
 Stroud - Friday & Saturday



Market Towns

PAST
TIMES

▲ *Slow-on-the-Walk*



Cirencester

"The Capital of the Cotswolds" has the unmistakable air of a lively market town. Its street market, held in the large and impressive Market Place, is still a colourful twice-weekly feature of town life. The town's origins lie in the Roman period, when as Corinium Dobunorum it was one of the regional capitals of Roman Britain.

The award-winning Corinium Museum (re-opening in 2004 after major refurbishment) tells this story, and although relatively little of the Roman town survives above ground, the large grassed over amphitheatre is worth a visit. The parish church of St. John Baptist dominates the town centre on a scale which supports its title of "Cathedral of the Cotswolds". One of the fine Cotswold wool churches, it is a lasting symbol of the town's wealth and influence in medieval England. Its unique three-storied porch is the physical link between church and town; it was the Town hall until 1897. Cirencester is an important tourism and crafts centre. It boasts an arts centre with workshops in a converted brewery, and there are regular craft fairs. It is fortunate too in its open spaces the Abbey Grounds on the site of the old Abbey of St. Mary and the freedom to wander in the extensive 18th century parkland landscape of Cirencester Park, in the Bathurst family's ownership for over three centuries.

Bourton-on-the-Water

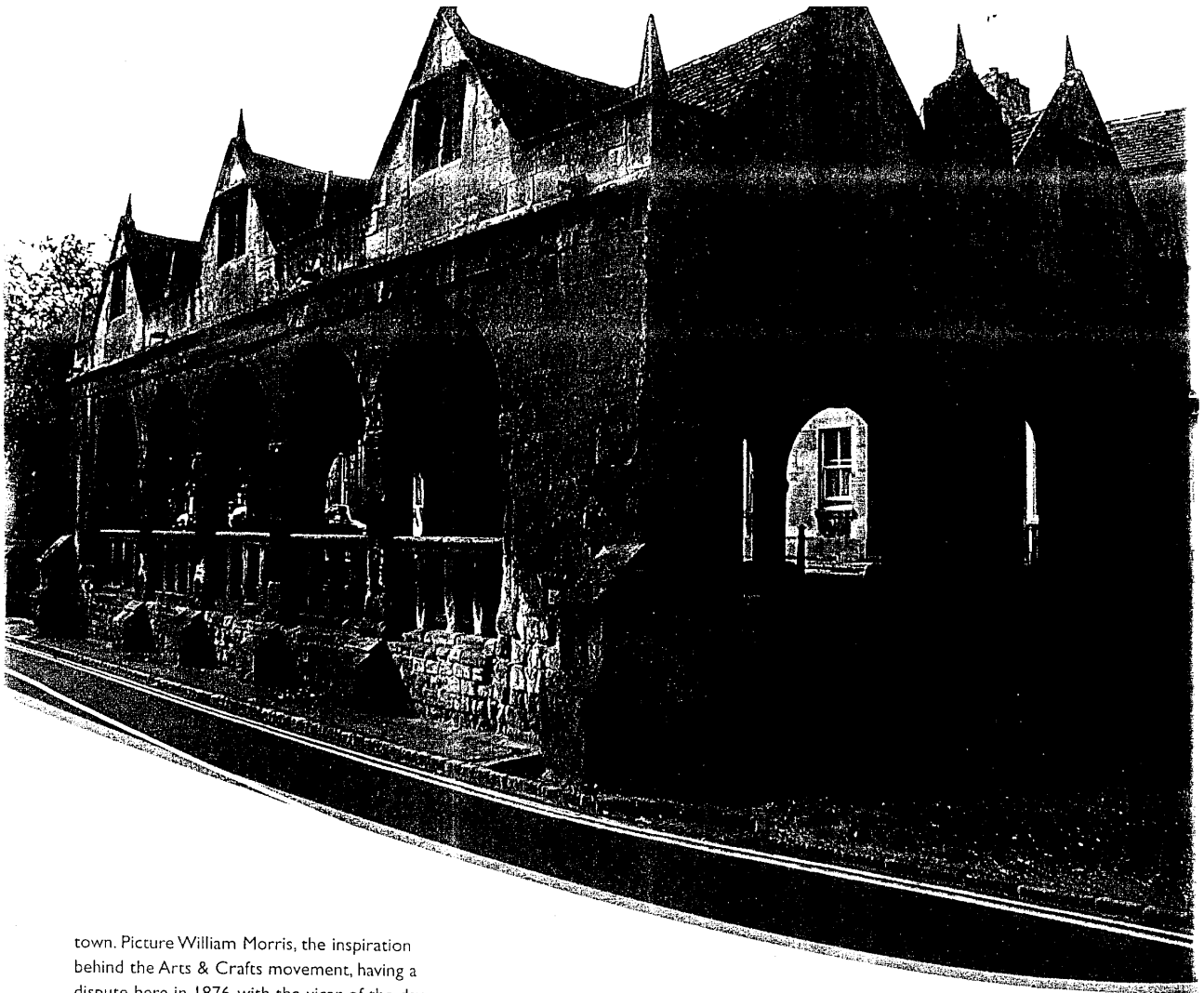
Probably the most popular village in the Cotswolds, and often referred to as the

Venice of the Cotswolds because the River Windrush runs right through the centre. The combination of this clear sparkling water and the attractive low bridges crossing it create a charming scene, best enjoyed in the quieter times of day and quieter months of the year. Bourton has many visitor attractions, suitable for visitors of all ages. Its tourism promotion has grown around the Model Village (a mini replica of the village itself) opened in 1937 and Birdland, opened twenty years later. St. Lawrence's church is of several periods, and is notable for its domed tower, unique in the Cotswolds. Salmonsbury Meadows has recently been saved as a wildlife reserve, and the Iron Age site of Salmonsbury Camp can be traced in outline.

Burford

The first sight of the steep main street leading down to the medieval bridge over the River Windrush sets the scene for Burford, one of the most attractively-sited of Cotswold towns. Full of lovely old stone houses, the town presents some of its best 17th and 18th century frontages to the High Street, although earlier buildings often lie hidden behind, glimpsed through narrow alleyways and courtyards. These are relics of the town's great days as a major wool market in medieval England. The 16th century Tolsey was the merchants' meeting place, and is now the museum. The area around the fine wool church is a quiet almost hidden quarter of the





A. Chipping Campden

town. Picture William Morris, the inspiration behind the Arts & Crafts movement, having a dispute here in 1876 with the vicar of the day about restoration plans for the church - Morris triumphed! Burford is well placed for exploring the Cotswolds and is a renowned centre for the antiques trade. In the church is an inscription recording the execution of three Levellers by Cromwell's men in 1649; this is commemorated in May each year. Nearby villages include Fulbrook with its own fine church and Bradwell Grove, home of the Cotswold Wildlife Park.

Chipping Campden

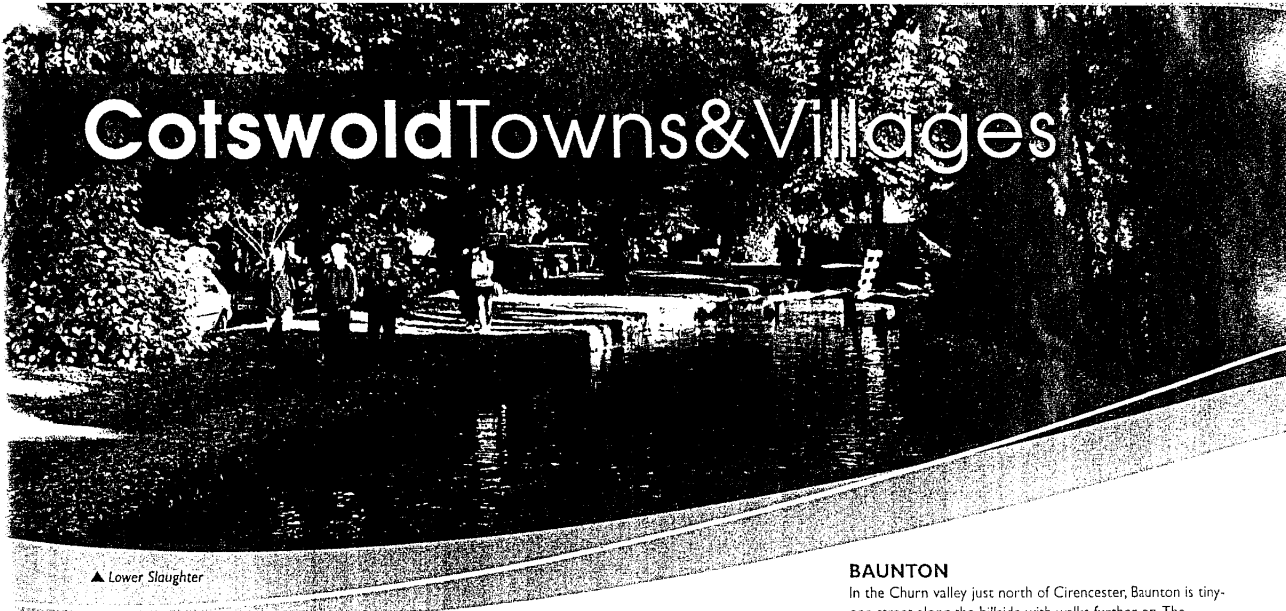
The long and flowing main street gives the town its shape and style. Frequently described as the "jewel in the crown" of Cotswold towns, Chipping Campden is also one of the best preserved and most historically important. A planned town of the late 12th century, its layout of properties can still be traced, the High Street following the line of an important trading route and the long narrow burgage plots fronting both sides. The oldest properties are Grevel's House and

Woolstaplers Hall, both 14th century. In the town centre is the Market hall built in 1627 for the sale of butter, cheese and poultry. Together with the nearby Town Hall, it forms a marvellous group. So too does the church of St James, one of the Cotswolds' finest wool churches with merchants brasses galore. Alongside are the gates of Campden House, much damaged in the Civil War. With the arrival of the Guild of Handicraft in the early 20th century, and since the establishment of the Campden Trust in 1929, Chipping Campden has been thoroughly preserved and still presents something of the character of a Cotswold market town before the age of the motor car. The town is a mecca for arts and crafts in which it boasts a long tradition. On nearby Dover's Hill, Captain Robert Dover founded the Cotswold Olympics in the 17th century, and they are still celebrated every year.



B. Burford

Cotswold Towns & Villages



▲ Lower Slaughter

William Morris called Bibury 'the most beautiful village in England'



Lower Slaughter ▲



Harvesting ▲

ALDSWORTH

Just off the Cirencester to Burford road, some 3 miles from Bibury in good open Cotswold country. Large fields surround the small village with its many 18th & 19th century buildings. The church has a short spire and in the sloping graveyard the tombs of the Garnes, who pioneered the conservation of the Cotswold sheep breed.

ASHLEY

Minute village 3 miles NE of Tetbury, not far from the course of the Fosse Way, with a fine 15th and 17th century manor house dominating the modest Norman church close by.

AMPNEY CRUCIS

Some 2 miles east of Cirencester, there are three Ampneys named after the brook of that name. Ampney Crucis is largest, boasts two former water mills and a riverside hotel. The Holy Rood church seems almost hidden by trees; more obvious is isolated **Ampney St Mary** church, all that remains of the lost village, now open farmland. The hamlet of **Ampney St Peter** is in a quiet cul-de-sac off the main road.

ARLINGTON

- see Bibury

ASCOTT

- see Whichford

ASHTON KEYNES

A large village with the still-infant River Thames running alongside the main street, 5 miles south of Cirencester and just over the county boundary in north Wiltshire. Nearby are **Somerford Keynes** and **Poole Keynes**, amongst the lakes of the Cotswold Water Park. **Leigh** is closer to Cricklade and is a scattered community, with its church split in two. The chancel remains but is redundant; the nave was moved half a mile to avoid flooding and remains in use.

ASTON MAGNA

Off the beaten track but just north of Moreton-in-Marsh and close to Blockley. A small village, its core around the tiny village green. Look for the stump of its 15th century cross, and two churches, both now converted into private houses. Nearby **Draycott** has some interesting houses and cottages, and a simple stone Mission Church of 1894 in the main street.

THE BARRINGTONS

These two villages face each other across the river Windrush a little west of Burford. **Little Barrington** clusters around its sloping green, with the church off down the lane. This combination is one of the most attractive village scenes in the Cotswolds. On the hill **Great Barrington** is dominated by Barrington Park; estate influence is clear in the uniformity (pleasing rather than repetitive) of the stone houses and farms, well set into the landscape. This area was extensively quarried for the famous Cotswold building stone.

BATH

A World Heritage site and deservedly so. The setting is magnificent, all routes off the Cotswolds to the north descending spectacularly into the broad valley of the River Avon. A spa town with over 2,000 years of history, including as a major city of Roman Britain.

BAUNTON

In the Churn valley just north of Cirencester, Baunton is tiny - one street along the hillside with walks further on. The equally tiny Church of St. Mary Magdalene boasts an impressive 14th century wall-painting of St Christopher.

BIBURY

William Morris called Bibury "the most beautiful village in England" and it remains most attractive in its setting alongside the river Coln. Two communities (the other is **Arlington**) form the village proper, the 14th century Arlington Row providing the focal point: originally a wool store, then altered into weavers cottages and now restored by the National Trust. The low roofline and row of gables make its vernacular style true Cotswold. Opposite, Rack Isle is an open wetland meadow between the river and the mill-stream from Arlington Mill, now a crafts centre. Next door Bibury Trout Farm is a popular attraction, and Bibury church has a number of Saxon features. Just up the Coln valley is **Ablington**, enjoying its seclusion, with a fine example of a Cotswold manor house dating from 1590.

BIRDLIP

Enjoys an elevated position on the Cotswold scarp and from Barrow Wake viewpoint there are fine views across the Vale of Severn and city of Gloucester to the Malvern Hills. Nearby Crickley Hill Country Park offers woodland walks and similar views from within the ramparts of an iron age hillfort, extensively excavated in recent years.

BLEDINGTON

The large green with its stream provides a village focus. Morris dancers still perform here, in the heart of the Cotswolds dance tradition. St Leonard's church is a fine example of 15th century Cotswold perpendicular style. 4 miles SE of Stow-on-the-Wold, there are several options for walks, including the Oxfordshire Way. Nearby hamlets at **Foscote** and **Bould** on the road up to Burford consist of cottages and a farm or two - typical of the quiet Evenlode valley.

BLOCKLEY

One of the larger Cotswold villages and largely unspoilt, midway between Moreton-in-Marsh and Chipping Campden. Once a main centre of the silk industry which thrived in 18th & 19th centuries but eventually collapsed. The evidence remains in impressive mills (all now converted into homes) along the Knee Brook, which rises in Dovedale Woods above the village.

BRAILES

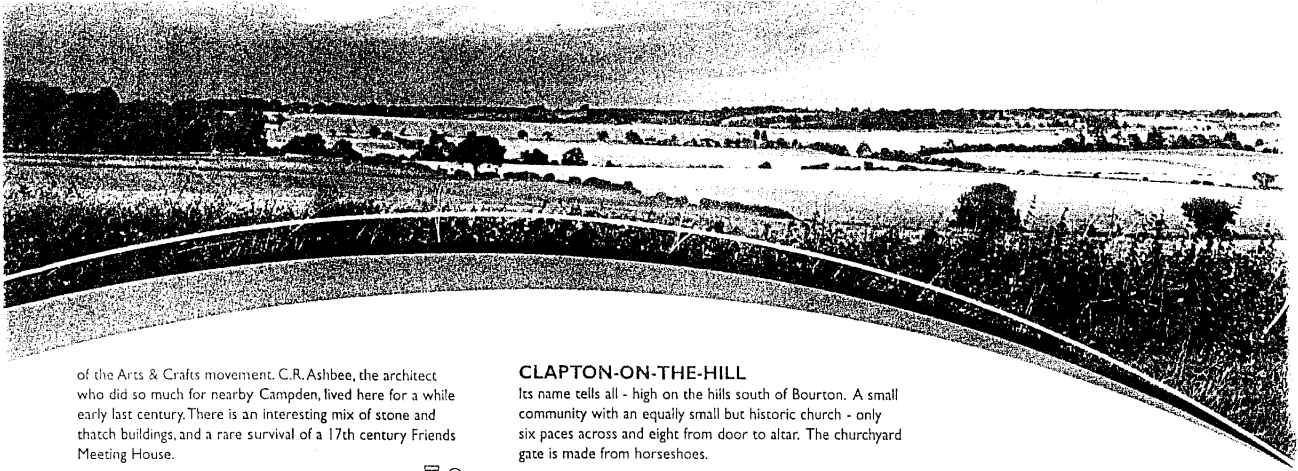
In south Warwickshire, **Upper** and **Lower Brailes** form a large village around Brailes Hill, a few miles east of Shipston-on-Stour. Castle Hill was probably a motte-and-bailey castle of the Earl of Warwick. In medieval times, Brailes was a bustling market town with an important wool trade; the church of St George has an impressive perpendicular tower. Nearby Cherington on the river Stour is still Cotswold.

BRIMPSFIELD

Small village in quiet hill country close to the Cotswold edge at Birdlip.

BROAD CAMPDEN

Close to Chipping Campden but quite small and separate, and with its own strong identity based around the influences



of the Arts & Crafts movement. C.R. Ashbee, the architect who did so much for nearby Campden, lived here for a while early last century. There is an interesting mix of stone and thatch buildings, and a rare survival of a 17th century Friends Meeting House.

BROADWAY

A famous Cotswold beauty spot, and popular throughout the year. Its main street runs down the scarp into Evesham Vale, and impressive stone houses line the route. St Eadburgha's church is tucked away on the Snowhill road but worth finding. To the north is **Wiltsey**, also just below the scarp, its houses around a long village green. **Childswickham** and **Bretforton** are typical Vale villages, the latter boasting the famous and unspoiled Fleece Inn, now in the care of the National Trust.

BROADWELL (GLOS)

As Stow Hill descends to Moreton-in-Marsh, Broadwell is off down the lanes towards the **Evenlode**. A large village with a large green, it well repays exploration including St Paul's church. Nearby Evenlode alongside its river is in good Cotswold farming country with stone farmhouses and cottages.

BRUERN

5 miles north of Burford, the Oxfordshire way passes close to Bruern Abbey on its way between Bledington and Shipton under Wychwood.

CALMSDEN

On the downs just north of Cirencester. A hamlet, beautifully sited around a bubbling spring, a rare 14th century wayside cross and a row of 19th century estate cottages.

CHALFORD

A scattered community typical of the Stroud valleys, with houses clinging to the "Golden Valley" hillside. Follow the jumble of paths to seek out its history, based on its fine mill buildings. Many survive.

CHARLTON

Close to Malmesbury, the landscape is dominated by Charlton Park, family home of the Earls of Suffolk and a "fantastical" building of various periods from the 17th & 18th centuries (now private apartments). The village has a handsome street with interesting buildings.

CHEDWORTH

Typically Cotswold and attractively spread out along the valley side, Chedworth is really several communities in one. The focus is the fine church of St. Andrew, with a delightful waterspout nearby. In Chedworth Woods a mile north of the village (fine walk through the woods but road access via Yanworth village) is the Roman Villa, one of the best preserved in Britain. There is a small farm trail at Denfurlong Farm.

CHERINGTON

This modest stone village is situated in the upper Stour valley between Brailes and Stourton Hill. Midway between Oxford and Stratford upon Avon, Cherington has a largely 13th century church, full of interest.

CHELTENHAM

One of Britain's principal spa towns, with 19th century buildings and streets of high quality. On the very edge of the Cotswolds, with a rich range of attractions and shopping facilities. Tree-lined avenues abound and there are several fine parks and gardens. On the way to Winchcombe come up the scarp to **Cleeve Hill**, the highest point of the Cotswolds, its houses and villas enjoying fine views across the town.

CLAPTON-ON-THE-HILL

Its name tells all - high on the hills south of Bourton. A small community with an equally small but historic church - only six paces across and eight from door to altar. The churchyard gate is made from horseshoes.

COATES

Small village on the high wolds with a neat perpendicular-towered church. 3 miles from Cirencester. Walk south and east from here along the course of the old Thames and Severn Canal to Thames Head.

COBERLEY AND COWLEY

In the valley of the river Churn and only a few miles south of Cheltenham, these two villages are off the main Cirencester road and retain a sense of remoteness. Coberley church seems hidden behind barn doors; persevere as the church is rewarding, with memorials to the families of the great house next door, now vanished. Cowley still has its mansion, where the landscaping includes an artificial lake. Estate cottages form the core of the village from Sir James Horlick's time. Close by is Severn Springs, source of the Churn and arguably the real source of headwater for the Thames.

COLD ASTON

In the hills but just off the Fosse Way between Northleach and Bourton. Previously known as Aston Blank, perhaps referring to the absence of an east window in the church. The small village green provides a focus.

COLN ST ALDWYNS

Between Bibury and Fairford, in the quiet valley of the Coln, this is one of three villages close together - **Hatherop** and **Quenington** are the others. Good, easy walking country in a picturesque landscape of parkland, woods and water meadows.

COMPTON ABDALE

Tucked away in a deep valley only 4 miles west of Northleach. Approach over the hill on the Whiteway from the south and enjoy the descent - almost on top of St Oswald's church tower. The focal point is a delightful stone water spout in the shape of a crocodile. Not many of those in the Cotswolds!

THE COMPTONS

Little and Long Compton in very south Warwickshire east of Moreton-in-Marsh. Gently undulating countryside on the Cotswold edge with winding roads and two interesting village churches.

CRICKLADE

The only Wiltshire town on the River Thames, and mid-way between Swindon and Cirencester. Now by-passed, its High Street is worth exploring with its range of fine houses behind the facades. The town has Saxon origins, and there is a tiny museum. The church looks like a mini-cathedral, its tower visible across the vale.

CRUDWELL

Just in Wiltshire on the Malmesbury road from Cirencester, the village is spread along the road, with convenient access from the M4. The old forge is still in use; look through the door for the glowing fire. All Saints' church has box pews and is well worth a visit.

DAGLINGWORTH

Just outside Cirencester and the first of the villages along the Duntisbourne valley. Turn off for the village church which is alongside the square, imposing Daglingworth House. Inside, a fine group of late Saxon carvings adorn the church walls. At Lower End a circular medieval dovecote. On the hill, Iday clusters together enjoying fine views.



▲ Upper Slaughter



Cotswold Attractions

▲ Westonbirt Arboretum

KEY

- Arts and Crafts
- The Countryside
- History and Heritage
- Leisure
- Historic Houses and Gardens



Birdland Park & Gardens ▲



Bourton House Garden ▲



The Toy Museum ▲

The Cotswolds have a magnetic attraction for artists, naturalists and everyone with a love for rural peace and tranquillity. The variety of attractions is almost endless and many are listed here.

Beckford Silk, Beckford, Nr. Tewkesbury.
Tel: 01386 881507 Web: www.beckfordsilk.co.uk
Workshop for the hand printing of silk & other fine textiles.

Bourton Model Railway, Bourton-on-the-Water.
Tel: 01451 820686 Web: www.bourtonmodelrailway.co.uk
400sq. feet of the country's finest operating scenic model railway.

Brewery Arts, Brewery Court, Cirencester.
Tel: 01285 657181 Web: www.breweryarts.org.uk
The Cotswold's unique arts and crafts centre.

Cheltenham Art Gallery & Museum,
Clarence Street, Cheltenham. Tel: 01242 237431
Web: www.cheltenham.artgallery.museum
World-renowned Arts and Crafts Movement collection.

Cotswold Pottery, Clapton Row, Bourton-on-the-Water. Tel: 01451 820173
Web: www.cotswoldpottery.co.uk
Small country workshop & showroom producing a wide range of hand-made, individual ceramics, all made on the premises.

Cotswold Woolen Weavers,
Filkins, Nr. Lechlade. Tel: 01367 860491
Manufacturers and retailers of fine woolsens. Traditional 18th century working mill. Mill shop. Exhibition areas. Coffee shop. Picnic area.

Gloucestershire Guild of Craftsmen Gallery,
Bisley Street, Painswick.
Tel: 01452 814745 Web: www.guildcrafts.org.uk
Offers ways in which people can see, learn about & buy the outstanding contemporary crafts made by its members.

The Model Village, Bourton-on-the-Water.
Tel: 01451 820467 Web: www.theoldnewinn.co.uk/village
A model of the village built of Cotswold stone to 1/19 scale.

Perfumery Exhibition,
Victoria Street, Bourton-on-the-Water.
Tel: 01451 820698 Web: www.cotswold-perfumery.co.uk
A sensory experience with a difference.

Whichford Pottery,
Whichford, Near Shipston-on-Stour.
Tel: 01608 684416 Web: www.whichfordpottery.com
Watch the potters as they work & browse through the full range of frostproof flowerpots. Plus Gallery shop.

Bibury Trout Farm, Bibury, Cirencester.
Tel: 01285 740215
A working farm open to visitors, rearing rainbow trout to supply angling waters.

Birdland, Bourton-on-the-Water.
Tel: 01451 820480
A natural setting of woodland, river and gardens, inhabited by over 500 birds.

Broadway Tower Country Park, Broadway.
Tel: 01386 852390
Web: www.broadway-cotswolds.co.uk/tower.html
Folly tower, once residence to William Morris. Views over 13 counties.

Cotswold Falconry Centre,
Batsford Park, Moreton-in-Marsh.
Tel: 01386 701043 Web: www.cotswold-falconry.co.uk
Daily flying displays of falcons, hawks, eagles and owls.

Cotswold Farm Park,
Guiting Power, Nr. Cheltenham.
Tel: 01451 850307 Web: www.cotswoldfarmpark.co.uk
Over 50 breeding flocks and herds of British farm animals.

Cotswold Safaris, Stow-on-the-Wold.
Tel: 01451 832422 Web: www.livingplanet.co.uk
Enjoy the exploration of the most picturesque routes & scenic wolds in a comfortable modern Land Rover on a day safari.

Donnington Trout Farm, Upper Swell, Stow-on-the-Wold. Tel: 01451 830877
Running for over 25 years, rearing young rainbow & brown trout. Visitors can feed larger fish.

Historic Hartpury & Bee Shelter, Hartpury.
Tel: 01531 822144 Web: www.hartpuryhistoric.org
Medieval bee shelter, built for the convent of Holy Trinity at Caen in Normandy.

Snowhill Lavender,
Hill Barn Farm, Snowhill, Broadway.
Tel: 01386 854821 Web: www.snowhill-lavender.co.uk
The lavender fields in the heart of the Cotswolds.

Three Choirs Vineyards Estate, Newent.
Tel: 01531 890223 Web: www.threechoirs.com
England's leading & most awarded, single estate vineyard.

Wyatts Countryside Centre, Hill Barn Farm,
Great Rollright, Chipping Norton.
Tel: 01608 684835 Web: www.wyattscountry.com
Close to the ancient Rollright Stones. Farm shop, garden nursery and restaurant.

Berkeley Castle, Berkeley.
Tel: 01453 810332 Web: www.berkeley-castle.com
One of England's most historic and romantic castles.

Bristol Aero Collection, Hangar A1, Kemble
Airfield, Nr. Cirencester.
Tel: 01285 771204 Tel: 0117 950 0908
Web: www.bristol aero.i12.com
Traces the history of Bristol Aeroplane Company, from the earliest bi-planes through to Concorde.

Clearwell Caves - Ancient Iron Mines,
Nr. Coleford, Royal Forest of Dean.
Tel: 01594 832535 Web: www.clearwellcaves.com
Mined for iron ore for over 4,000 years.

Cogges Manor Farm Museum,
Church Lane, Witney.
Tel: 01993 772602 Web: www.cogges.org
Historic Manor House and working farm museum set in the Oxfordshire Cotswolds.

Corinium Museum, Park Street, Cirencester.
Tel: 01285 655611 Web: www.cotswold.gov.uk
Due to re-open Summer 2004. One of the finest collections of objects from Roman and Anglo-Saxon Britain.

■ **Cotswold Motoring Museum**, The Old Mill, Bourton-on-the-Water. Tel: 01451 821255 Web: www.cotswold-motor-museum.com Collection includes cars, motorcycles and caravans. The home of 'Brum'.

■ **The Edward Jenner Museum**, Church Lane, Berkeley. Tel: 01453 810631 Web: www.jennermuseum.com Learn more about the Doctor whose great discovery has saved more lives than the work of any other man.

■ **Gloucestershire Warwickshire Railway**, The Railway Station, Toddington. Tel: 01242 621405 Web: www.gwsr.plc.uk Relive the 'Golden Age of Steam' on a 13 mile round trip.

■ **Holst Birthplace Museum**, 4 Clarence Road, Cheltenham. Tel: 01242 524846 Web: <http://www.holstmuseum.org.uk> Birthplace of Gustav Holst, composer of *The Planets*, learn about his life and music.

■ **Keith Harding's World of Mechanical Music**, High Street, Northleach. Tel: 01451 860181 Web: www.mechanicalmusic.co.uk Musical boxes, automata, self-playing instruments presented as a live entertainment.

■ **Tetbury Police Museum**, 63 Long Street, Tetbury. Tel: 01666 504670 Web: www.tetbury.org Dedicated to the history of the Gloucestershire Constabulary.

■ **The Shambles**, Church Street, Newent. Tel: 01531 822144 One of the largest collections of everyday Victoriana in the country.

■ **The Toy Museum**, 8 Park Street, Stow-on-the-Wold. Tel: 01451 830159 A fascinating display of Victorian & later toys, dolls, teddy bears, trains.

■ **Winchcombe Folk & Police Museum**, Old Town Hall, High Street, Winchcombe. Tel: 01242 609151 Web: www.winchcombemuseum.org.uk Fascinating history of Winchcombe & its people.

■ **Cirencester Open Air Swimming Pool**, Thomas Street. Tel: 01285 653947 Heated open air swimming pool fed by spring water.

■ **Cotswold Country Cycles**, Longlands Farm Cottage, Chipping Campden. Tel: 01386 438706 Web: www.cotswoldcountrycycles.com Daily cycle hire & tailor-made holidays complete with planned routes.

■ **Cotswold River Cruises**, Riverside Inn, Halfpenny Bridge, Lechlade. Tel: 01793 574499 Web: www.rivercruises.co.uk A cruise on the *Adventuress* will make a lasting impression.

■ **Cotswold Water Park & Keynes Country Park**, Shorncliffe, Cirencester. Tel: 01285 861459 Web: www.waterpark.org 132 Lakes - Britain's largest Water Park - nature walks, birdwatching, Thames Trail, angling, sailing, jet skiing and so much more!

■ **Cotswold Wildlife Park and Gardens**, Burford. Tel: 01993 823006 Web: www.cotswoldwildlifepark.co.uk 120 acres of gardens & woodland around a Victorian Manor House.

■ **Fundays**, Unit 8 Willow Court, Bourton Ind Park, Bourton-on-the-Water. Tel: 01451 822999 Web: www.fundaysplaybarn.com It's fizzical, fantastic, & it's 9,500 sq feet of fun.

■ **Handsam Boat Co.**, c/o Nevryn Mill Lane, Badsey, Evesham. Tel: 07860 895416 Web: www.handsamboat.co.uk Tranquil cruises on the River Avon at Evesham. Trips leave in Abbey Park.

■ **The Theatre**, Chipping Norton. Tel: 01608 642350 Web: www.chippingnortontheatre.co.uk Recognised as one of the regions cultural landmarks, it's been called "the prettiest small theatre in England".

■ **Abbey House Gardens**, Market Cross, Malmesbury. Tel: 01666 822212 Web: www.abbeyhousegardens.co.uk "The WOW factor is here in abundance" - Alan Titchmarsh

■ **Batsford Arboretum & Wild Garden**, Batsford Park, Moreton-in-Marsh. Tel: 01386 701441 Web: www.batsarb.co.uk Walk through 55 acres of magical trees.

■ **Blenheim Palace**, Woodstock. Tel: 01993 811325 Web: www.blenheimpalace.com Home of the 11th Duke of Marlborough. Birthplace of Sir Winston Churchill.

■ **Bourton House Garden**, Bourton-on-the-Hill. Tel: 01386 700754 Web: www.bourtonhouse.com 3 acre garden positively fizzing with ideas. Gift shop & Cl16 Tithe Barn.

■ **Bowood House and Gardens**, The Estate Office, Derry Hill, Calne. Tel: 01249 812102 Web: www.bowood.org This magical place is an oasis for all ages.

■ **Cerney House Gardens**, North Cerney, Near Cirencester. Tel: 01285 831300/205 Web: www.cerneygardens.com A romantic secret garden in the Cotswolds.

■ **Chavenage House**, Near Tetbury. Tel: 01666 502329 Web: www.chavenage.com Lived in Elizabethan House, with Cromwellian associations - guided tours by owner or his family.

■ **Hidcote Manor Garden - National Trust**, Hidcote Bartrim, Nr Chipping Campden. Tel: 01386 438333 Web: www.natsevern.org.uk One of England's great gardens. An 'Arts & Crafts' masterpiece.

■ **Kiftsgate Court Gardens**, Chipping Campden. Tel: 01386 438777 Web: www.kiftsgate.co.uk Outstanding Cotswold garden.

■ **Lodge Park - National Trust**, Aldsworth. Tel: 01451 844130 17th Century grandstand hidden away on Sherborne Park Estate.

■ **Mill Dene Garden**, Blockley, Moreton-in-Marsh. Tel: 01386 700457 Web: www.gardenvisit-cotswolds.co.uk Romantic two and a half acre garden set round a Cotswold Stone water mill.

■ **Misarden Park Gardens**, Miserden, Stroud. Tel: 01285 821303 Noted in Spring for naturalised bulbs & flowering trees, and mid-summer for large herbaceous borders.

■ **Owlpn Manor**, Near Uley, Dursley. Tel: 01453 860261 Web: www.owlpn.com Romantic Tudor manor house in Queen Anne terraced yew gardens.

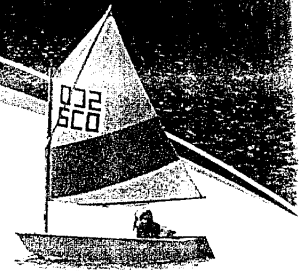
■ **Painswick Rococo Garden**, Painswick. Tel: 01452 813204 Web: www.rococogarden.co.uk This eighteenth century garden dates from the Rococo period.

■ **Snowhill Manor - National Trust**, Snowhill, Broadway. Tel: 01386 852410 Web: www.nationaltrust.org.uk House closed for 2004, gardens and shop open.

■ **Stanway Fountain**, Stanway House, Stanway, Nr Cheltenham. Tel: 01386 584469 Web: www.stanwayfountain.co.uk 165ft fountain, tallest gravity fountain in the world.

■ **Westonbirt Arboretum**, Tetbury. Tel: 01666 880220 Web: www.forestry.gov.uk/westonbirt The Natural Arboretum. The finest collection of trees & shrubs in Europe.

■ **Woodchester Mansion**, Nympsfield, Stonehouse. Tel: 01453 750455 Web: www.woodchestermansion.org.uk A 19th Century masterpiece, untouched by time & the modern world.



For further information regarding places to visit, events and special offers, why not visit our website at www.cotswold.gov.uk/tourism



▲ Cotswold Farm Park



▲ The Model Village, Bourton-on-the-Water



▲ Gloucestershire Warwickshire Railway

Getting To The Cotswolds

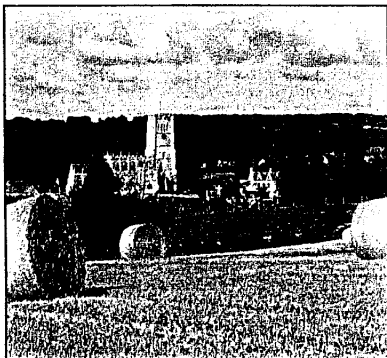
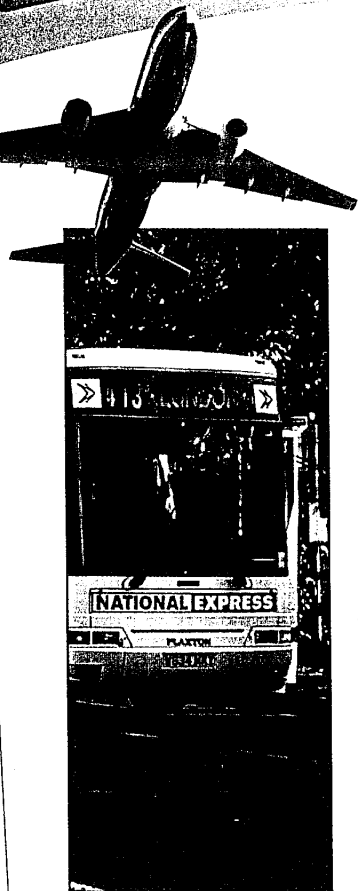
Both London Heathrow and Birmingham airports are approximately an hours driving time away and the area is easily reached from London by train - either the Cotswold Line from Paddington to Kingham or from Paddington to Kemble, 4 miles south west of Cirencester. (National Rail Enquiry Line 08457 484950)

The motorway network provides easy access via the M4 or M40 from London and the South East, the M4 from Wales and the M5 from the North, midlands and the South West.

National Express coaches operate daily services from many parts of the UK to Cirencester and Cheltenham. From these destinations, local coach companies operate services to reach other towns and villages, such as Bourton-on-the-Water, Stow-on-the-Wold, Moreton-in-Marsh, Chipping Campden and Tetbury. Full details of National Express services on 08705 808080 or visit www.nationalexpress.co.uk

Gloucestershire County Council produce a Public Transport County Map or visit www.gloscc.gov.uk for further details.

The Visitor Information Centres listed on page 2 will be happy to help with all your travel arrangements.



Northleach ▲



Bibury ▲

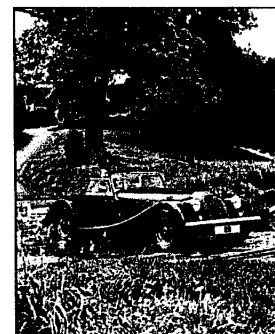
The Cotswold Lion

The Cotswold Lion bus is an easy way to visit beautiful towns and villages including Bibury, Burford and Northleach. You can also see the National Trust's Chedworth Roman Villa, Lodge Park and the Sherborne Park Estate. The service runs every Saturday and Sunday from the end of May to the end of September and you can catch the bus in Cirencester.

You can hop on and off the bus as many times as you like all for the cost of a day ticket. The service is run by the Cotswolds Area of Outstanding Natural Beauty Partnership and the National Trust. For more information call 01451 862000.



Why not explore the Cotswolds on the 'Romantic Road'? For full details contact one of the Visitor Information Centres on page 2.

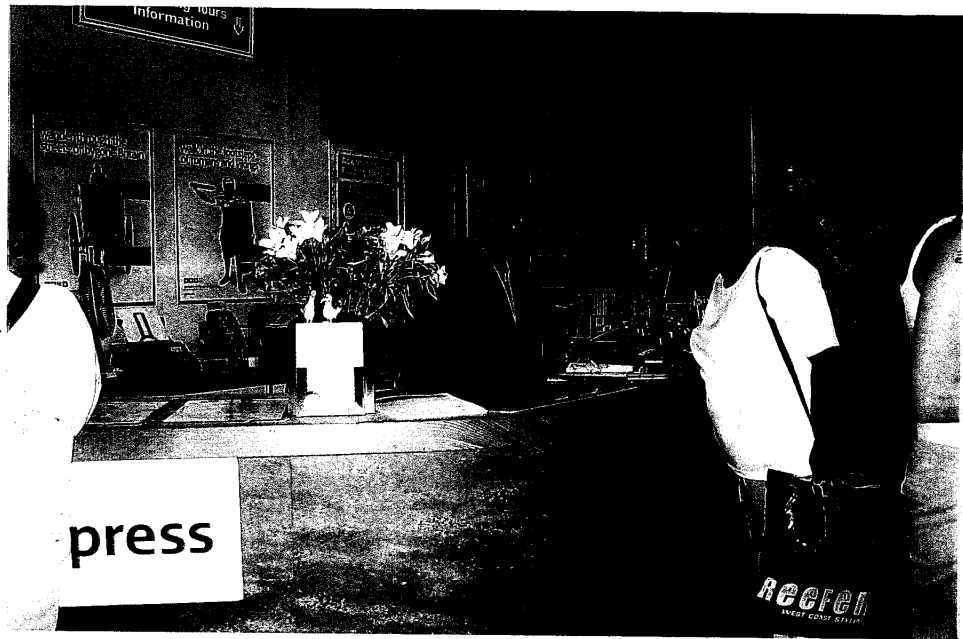


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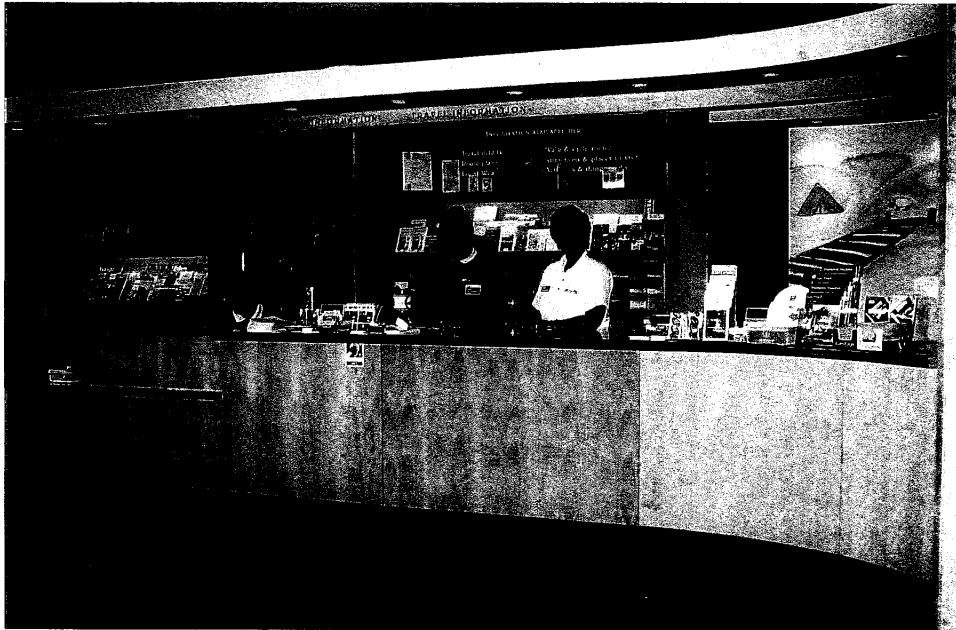
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英國旅遊服務中心



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