



Quality in Tourism

Visit Report

Self-Catering Standard

## **Cotswold Perfumery**

Bourton on the Water

**★★★★★ Self Catering 92%**

*Gold Award*

**Assessor:** Hugh Wainwright

**Visit date:** 06 Jul 2011

**Visit type:** Day

**QiT No:** 603110

	Score
<b>Exterior (1 - Common Standards Reference)</b>	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	4
Environment and Setting	4
	80%
<b>Management Efficiency (3 - Common Standards Reference)</b>	
Pre-arrival information including brochure	5
Welcome and arrival procedure	5
In-unit guest information and personal touches	5
	100%
<b>Cleanliness (2 - Common Standards Reference)</b>	
Cleanliness - Living and dining area	5
Cleanliness - Bedroom	5
Cleanliness - Bathroom	5
Cleanliness - Kitchen	5
	100%
<b>Public Areas (4 - Common Standards Reference)</b>	
Decoration	5
Flooring	4
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	92%
<b>Bedrooms (5 - Common Standards Reference)</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Beds	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	91%
<b>Bathrooms and WCs (6 - Common Standards Reference)</b>	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
<b>Kitchen (7 - Common Standards Reference)</b>	
Decoration	4
Flooring	4
Furniture, fixtures and fittings	5
Lighting, heating and ventilation	5
Electrical and gas equipment	4
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	5
Space, comfort and ease of use	4
	90%
	<b>92%</b>

**Key Scores and Sectional Consistencies**

**Overall**

92% = 5 star; safe (87% to 100%)

**Cleanliness**

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

**Public Areas**

92% = 5 star; safe (87% to 100%)

**Bedrooms**

91% = 5 star; safe (87% to 100%)

**Bathrooms**

96% = 5 star; safe (87% to 100%)

**Kitchen**

90% = 5 star; safe (87% to 100%)

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

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

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

3 Key Area Scores:

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

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

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

## Overall

Cotswold Perfumery provides a very comfortable standard of self catering accommodation. As can be seen from the quality summary, the property sits safely within the five star banding with an overall 92% rating.

## Cleanliness

Although one apartment was occupied housekeeping standards throughout the property are consistently excellent and are to be commended.

## Public Areas

Guests benefit from a hall and a sitting room. The sitting room is very comfortably furnished with appropriate oil paintings to add interest. Carpeting is in very good condition. A major feature is the preset and controllable lighting and the Tiffany style lamps. Both dining areas have views through the backs of Bourton over The Windrush. Additional chairs are available for guests to invite guests for dinner.

## Bedrooms

The two bedrooms vary in size but are well laid out making best use of available space. Again carpeting is in good condition as is the paintwork. Exposed beams add to the character in apartment 2. Ample provision of storage and hanging space and it was noted that hangers were matching to add to the sense of quality. Thought has been given to placing an occasional lamp on the dressing table. Both rooms are well decorated and maintained and now have silent air conditioning hidden behind a picture. Guests are given the choice of Brinkhaus 'Empress' Mazurian goose down or 'Bauschi Lux' hollow fibre pillows with dust mite Brinkhaus pillow protectors. Thought should be given to the addition of bed heads to finish the well presented beds.

## Bathrooms

Guests benefit from fully tiled bathrooms with a shower cabinet and bath. The bathrooms benefit from well maintained quality sanitary ware and fittings as well as heated ladder towel rails. The tiling and grouting appears as when first installed.

## Kitchen

Kitchens are well laid out and appointed with high quality appliances and ample chinaware, glassware and cutlery for the number of guests accommodated. The proprietor has in fact increased the covers from four to six. There is ample illumination from down lighters and under unit lighting. Kitchen units and decor are also clean and well maintained with practical work surface.

## Highlights

Two very well appointed apartments set right in the middle of Bourton.

Attractive air conditioning units have been installed in the bedrooms.

Exposed beams in apartment 2 are a strong feature.

## Potential for Improvement

Thought should be given the provision of bed heads to finish the beds

## Minimum Entry Requirements

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**Group:** Cotswold Perfumery

**Standard:** Self-Catering

**Designator:** Self Catering

**Rating:** Five Star Gold

(Apartment 1, Apartment 2)

For a rating to be awarded by VisitEngland a property must meet all

Minimum Entry Requirements

Key Requirements, as appropriate to the Star level

Any Additional Requirements

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

### *Notes for Proprietors / Managers*

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

### *PLEASE NOTE*

*The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism ([QualityInTourism@uk.g4s.com](mailto:QualityInTourism@uk.g4s.com), Tel 0845 300 6996). A separate charge is made for an appeal assessment.*