



Quality in Tourism

Visit Report

Self-Catering Standard

Wharfside Holidays

Penzance



Self Catering

Assessor: Bridget Kirby

Visit date: 03 Feb 2009

Visit type: Day

QiT No: 585090

Executive Summary

Summary

Under the British Common Standard for Self Catering Wharfside Holidays achieve a FOUR Star rating.

Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating.

Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

The properties in this gated complex have a very good level of exterior and internal presentation. At the time of the visit number 16 required furnishing and a rating has been awarded on the assumption that this will be carried out to the same standard as the other properties that were seen. A number of minimum entry requirements were found to be missing at the time of the visit and these are shown at the beginning of the report, it is expected that these will be in place at the next visit other wise the rating may be revised.

Management efficiency and cleanliness

Information available on web site, unable to access at time of visit.

Guests are sent details prior to arrival for parking and codes for gates to the complex. Understand that key safes are being installed. A welcome left in properties of fresh flowers, wine, tea, coffee and milk.

Overall a very good standard of cleanliness found, attention to extractor fans required.

Fire risk assessment

In line with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006, a copy of the Fire Risk Assessment for the premises was seen by the assessor. The assessor is not able to comment on the content of the assessment.

Minimum Entry Requirements

Group:	Wharfside Holidays (Crow's Nest, Mast Tops, Over Strand)
Standard:	Self-Catering
Designator:	Self Catering
Rating:	Four Star

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all "Minimum Entry Requirements". Also any "Additional Requirements" or "Key Requirements" needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

At the time of the visit, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

General Requirements (A - Common Standards Reference)

Access statement	Progressing	As a result of this assessment visit carried out by Quality in Tourism, it has been noted that no Access Statement was available. Please ensure this is in place by the next assessment. This is a requirement of continued participation in the VisitBritain quality assessment scheme. For more information please see www.visitbritain.com/accessstatements May be available but not seen at time of visit.
------------------	-------------	---

Health, Safety and Security (C - Common Standards Reference)

Contact details of owner, caretaker or key holder prominently displayed	Progressing	Understand that this information is being updated, suggest that this is left in an information folder in units
Emergency services contact details, e.g. doctor, dentist, nearest casualty unit, vet, nearest payphone	Progressing	As previously
Refuse disposal arrangements specified and prominently displayed	Progressing	As previously

Public Areas (4 - Common Standards Reference)

Non flammable waste paper bin to be provided	Progressing	To be provided
Tourist information to be available in the property	Progressing	

Bedrooms (5 - Common Standards Reference)

Non flammable waste paper bin to be provided	Progressing	Bins to be non flammable
Dressing table with mirror in at least one double or twin room	Progressing	Required

Bathrooms and WCs (6 - Common Standards Reference)

Towel rail, flat surface or shelf to be provided	Progressing	Required in 19
WC to be provided with toilet paper, holder, brush and lidded bin	Progressing	Lidded bins required in bathrooms and cloakrooms

Kitchen (7 - Common Standards Reference)

Sink with draining board, dish drying rack, hot and cold water	Progressing	Dish drying racks required
Emergency lighting to be provided e.g. torch	Progressing	Required in units
Crockery, cutlery and glassware to be provided as per inventory	Progressing	A range of items required e.g. tea cups and saucers, more cutlery, potato mashers etc. Please see list that was left at time of visit
Kitchenware, pans and utensils to be provided as per inventory	Progressing	As previously e.g. mixing bowls, baking tray, oven roasting tray, washing up bowl etc

Walkers Welcome

Drying Room	No
Boot scrapers at main door and/or access to water supply	No
First aid kit provided	No
Hot & cold drink making/on arrival	No
Availability of pre-ordered groceries	No
Public transport and taxi cycle policy	No
Weather info displayed or telephone service	No
Nearest bank/cashpoint/post office	No
Local rescue services details	No
Country side code	No
Other scheme participants	No
Group support info (if groups taken)	No

Cyclists Welcome

Drying Room	No
Lockable, covered bicycle storage	No
Emergency cycle & puncture repair kit	No
First aid kit provided	No
Hot & cold drink making/on arrival	No
Availability of pre-ordered groceries	No
Nearest cycle hire and repair	No
Maps and books on cycling in local area	No
Public transport and taxi cycle policy	No
Weather info displayed or telephone service	No
Nearest bank/cashpoint/post office	No

Local rescue services details	No
Country side code	No
Other scheme participants	No
Group support info (if groups taken)	No

Quality Scores

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Unit / Group: Wharfside Holidays

	Score (%)	Level
Overall	77	4
Cleanliness	75	4
Bedroom	80	4
Bathroom	76	4
Kitchen	75	4
Public Areas	76	4

Visit Report

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Unit / Group: Wharfside Holidays

Exterior (1 - Common Standards Reference)

Very Good (80%)

Appearance of buildings

Very Good

Appearance of buildings and signage Very Good Properties all with a very good level of exterior presentation, clear signage aids guests on arrival

Grounds, gardens, roadways and car parking

Very Good

Grounds, gardens and garden furniture Very Good A small paved areas for each property with furniture and BBQ's. Areas of well presented planting in courtyard

Car parking surface, signage and illumination Very Good Designated secure parking available for guests, details sent prior to arrival

Environment and Setting

Very Good

First impression on arrival Very Good

Environment Very Good Properties in gated complex that forms part of the Wharfside Shopping Centre in Penzance, close to beaches and all local amenities

Management Efficiency (3 - Common Standards Reference)

Very Good (80%)

Pre-arrival information including brochure

Very Good

Pre-arrival information including brochure Very Good

Welcome and arrival procedure

Very Good

Welcome and arrival procedure Very Good

In-unit guest information and personal touches

Very Good

In-unit guest information and personal touches Very Good A range of visual and audio entertainment appliances provided for guests, personal touches give a homely feel to properties

Public Areas (4 - Common Standards Reference)**Very Good (76%)****Decoration****Very Good**

Decoration in lounge and dining areas Very Good Fresh painted decoration in neutral colours throughout with well placed pictures adding interest

Decoration in other areas e.g. corridors, stairs Very Good

Flooring**Very Good**

Flooring Very Good Carpeting throughout is well maintained and fitted

Furniture, furnishings and fittings**Very Good**

Furniture, furnishings and fittings Very Good Well matched dining room furniture with upholstered chairs, comfortable lounge seating with scatter cushions for added comfort

Lighting, heating and ventilation**Very Good**

Provision and controllability of heating and ventilation Very Good Thermostatically controlled central heating throughout

Position and controllability of lighting Very Good Overhead lighting and lamps provides a very good level of illumination

Space, comfort and ease of use**Good**

Space, comfort and ease of use Good Open plan areas have been well planned and provide a good space for the number of guests accommodated

Bedrooms (5 - Common Standards Reference)**Very Good (80%)****Decoration****Very Good**

Decoration	Very Good	As previously
------------	-----------	---------------

Flooring**Very Good**

Flooring	Very Good	
----------	-----------	--

Furniture, furnishings and fittings**Very Good**

Furniture	Very Good	Furniture styles vary with some very good pieces and built in hanging which provides a very good level of storage
-----------	-----------	---

Furnishings and fittings	Good	
--------------------------	------	--

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting	Good	
--	------	--

Provision and controllability of heating and ventilation	Very Good	
--	-----------	--

Beds**Very Good**

Mattress, bed bases and headboards	Very Good	Mattresses tested found to be firm and supportive
------------------------------------	-----------	---

Bedding and bed linen**Very Good**

Bedding and bed linen	Very Good	Beds very well presented with freshly laundered and ironed quality linen with scatter cushions
-----------------------	-----------	--

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	Room sizes vary with the double of a very good size
--------------------------------	-----------	---

Bathrooms and WCs (6 - Common Standards Reference)**Very Good (76%)****Decoration****Very Good**

Decoration	Very Good	Tiling to wet areas, some discolouration noted to grout which requires attention, and well presented painted decoration to the rest of the walls. Ceiling also stained in 19
------------	-----------	--

Flooring**Very Good**

Flooring	Very Good	Flooring is practical for cleaning and hygiene purposes
----------	-----------	---

Fixtures, fittings and sanitary ware**Very Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Very Good	Well matched range of sanitary ware, glass screens over baths
---	-----------	---

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting	Good	
--	------	--

Provision and controllability of heating	Very Good	
--	-----------	--

Ventilation	Very Good	
-------------	-----------	--

Space, comfort and ease of use**Good**

Space, comfort and ease of use	Good	Rooms have been well planned and make the best use of the available space, further cloakroom provision downstairs
--------------------------------	------	---

Kitchen (7 - Common Standards Reference)**Very Good (75%)****Decoration****Very Good**

Decoration	Very Good	Tiling to working areas is very well presented with painted decoration to the rest of the walls
------------	-----------	---

Flooring**Very Good**

Flooring	Very Good	Vinyl flooring is practical for cleaning in an area prone to spillage
----------	-----------	---

Furniture, fixtures and fittings**Very Good**

Furniture and fitted units including handles and light fittings	Very Good	Range of well matched modern units providing a good level of set down and storage
---	-----------	---

Lighting, heating and ventilation**Good**

Position and controllability of lighting	Good	
--	------	--

Provision and controllability of heating and ventilation	Good	
--	------	--

Electrical and gas equipment**Very Good**

Kitchen equipment, cookers, fridges etc	Very Good	All appliances with a very good level of presentation
---	-----------	---

Crockery, cutlery and glassware**Very Good**

Crockery, cutlery and glassware	Very Good	Well matched range of items, as discussed a number of items need to be added as per Visit Britain's inventory list
---------------------------------	-----------	--

Kitchenware, pans and utensils**Very Good**

Kitchenware, pots, pans and utensils	Very Good	
--------------------------------------	-----------	--

Space, comfort and ease of use**Good**

Space, comfort and ease of use	Good	Well planned allowing for ease of access to equipment and working areas
--------------------------------	------	---

Cleanliness (2 - Common Standards Reference)**Very Good (75%)****Living and dining areas****Very Good**

Living and dining areas	Very Good	
-------------------------	-----------	--

Bedroom**Very Good**

Bedrooms	Very Good	
----------	-----------	--

Bathroom**Good**

Bath and shower rooms	Good	
-----------------------	------	--

Kitchen**Very Good**

Kitchen areas	Very Good	
---------------	-----------	--

Notes for Proprietors / Managers

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

PLEASE NOTE

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