



Quality in Tourism

Visit Report

Self-Catering Standard

## **Cotswold Perfumery**

Bourton on the Water

**★★★★★ Self Catering 92%**

*Gold Award*

**Visit date: 21 Aug 2016**

**Visit type: Day**

**QiT No: 603110**

**Group/Unit Name:** Apartment 1 & Apartment 2.

	Score
<b>Exterior</b>	
Appearance of buildings	4
Grounds, gardens and parking	5
Environment and setting	4
	86%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
<b>Public Areas</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</b>	
Decoration	5
Flooring	4
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	94%
<b>Bathrooms and WCs</b>	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	92%
<b>Kitchen</b>	
Decoration	5
Flooring	4
Furniture and fittings	4
Lighting, heating and ventilation	5
Kitchen equipment	4
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	87%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>92%</b>

**Key Scores and Sectional Consistencies**

**Overall**

92% = Level 5; (87% to 100%)

**Cleanliness**

100% = Level 5; (90% to 100%)

**Public Areas**

92% = Level 5; (87% to 100%)

**Bedrooms**

94% = Level 5; (87% to 100%)

**Bathrooms**

92% = Level 5; (87% to 100%)

**Kitchen**

87% = Level 5; (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 will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

### Overview

The Cotswold Perfumery continues to maintain a Five Star Self Catering Accommodation grading, with the addition of a Gold Award, after this year's assessment visit. Overall it sits comfortably within the grade, with just the kitchen remaining borderline within the rating banding. This is mainly due to the amount of space, and not any quality issues, as standards continue to be maintained to a very high standard by the owner John Stephen.

The walk round was unaccompanied, but with a debrief to John, who is keen to maintain the current gradings for the two apartments.

### Units Seen

There are two apartments with apartment 1 seen and apartment two unfortunately not seen at this visit, as it was occupied. Apartment two must be seen at next year's visit.

### Website Feedback

A Google search from a laptop for self catering accommodation in Bourton on the Water listed The Cotswold Perfumery sixth on page three. Website reviewed [www.cotswold-perfumery.co.uk/accommodation](http://www.cotswold-perfumery.co.uk/accommodation).

The website loads quickly and has an attractive presentation, with clear tabs making navigation easy. There are floor plans and some very good photographs of each apartment.

The website is smart/mobile phone compatible and tested on the Google site [www.google.co.uk/webmasters/tools/mobile-friendly](http://www.google.co.uk/webmasters/tools/mobile-friendly).

The star rating logos are well positioned, but the new VisitEngland logos are required and these will be forwarded.

Terms and conditions and the access statement are available.

Social media is current and includes facebook and twitter.

There is a direct link to the property TripAdvisor page, which is under the Specialist Lodgings designator and there are thirty three excellent reviews.

The website promotes the retail perfume shop and the courses that are held on site, as well as the two apartments and is a very professionally produced website.

### Cleanliness/Housekeeping

The standards of cleanliness/housekeeping were again excellent throughout the apartment. The entrance hall and corridor to the two apartments presented extremely well and provided an excellent first impression. The open plan lounge/diner was spotless at high and low levels, with the tops of pictures free of any dust, carpeting very well vacuumed, and furniture highly polished. Bedroom skirting boards, especially behind the beds and furniture were completely free of dust and bathroom fittings, tiles, glass and mirrors sparkled. The kitchen work top was spotless and equipment sparkled, with the inside of the oven and the shelves immaculate.

### Public Areas

The open plan lounge/diner continues to present extremely well, with paint finishes in excellent condition, with some attractive and very high quality original artwork. High quality carpeting continues to wear very well, with no marking evident. The leather sofas and solid wood dining table and chairs are very well maintained, with a mix of individual items completing a very high quality room presentation. Lighting and lamps are very well placed and one of the highlights of the apartments is the range of technology, which is a particular interest of Johns. Electronically controlled room lighting, that can be controlled from the tablet that is provided for guests to use and a range of entertainment, with cinema sound and a Sonos sound system throughout the apartment including the bathroom. The apartments both provide a very good amount of space for the maximum number of guests.

### Bedrooms

Paint finishes are again excellent, with more original artwork and high quality carpeting that continues to wear well. A range of excellent quality furniture items and fitted wardrobes provide ample storage and hanging space, with excellent beds, high quality pocket sprung mattresses and new linen this year. The linen is of an exceptional quality, purchased direct from an Italian manufacturer Frette. It is Egyptian cotton linen with a thread count of 600. The soft furnishings are contemporary and include silk bedspreads and fully coordinated providing not only a very attractive, but extremely high quality room presentation. Technology is again present in the bedroom with projector clocks, fully remote controlled air conditioning and electronic lighting that can be controlled from the bed.

## **Bathrooms**

The bathrooms again present extremely well, with Italian tiling on the walls and floor, modern high quality sanitary ware and fittings, recessed LED spot lighting that is again electronically controlled and under floor heating. New towels have also been purchased for the apartments this year. The bathroom specification is excellent, with top quality finishes, fittings and fixtures throughout. The bathroom is also a very good size for two guests.

## **Kitchen**

The kitchens are the weaker area of the apartments, but that does not mean to say that they are not of a very good standard. They are borderline within the Five Gold rating banding, but that is mainly down to space. The finishes remain very good, with an excellent fully tiled splash back and high quality paint finishes. The non slip vinyl flooring is well fitted and remains in very good condition, with well maintained, modern cupboard units providing ample amounts of storage and work surface. As suggested last year a Karndean, Amtico or high quality tiled floor would help to consolidate the kitchen score. Electronically controlled room lighting, including under unit lighting provides excellent levels of lighting over the work surfaces. Equipment is in very good condition, with an espresso coffee machine added this year and excellent bone china crockery, 18.10 cutlery and a range of cut glass glassware and stainless steel pans. The pans could perhaps be upgraded to a Stellar or ProCook quality of pan, additionally with some Joseph Joseph cooking utensils, to help consolidate the kitchen score.

## **Management Efficiency**

There are well practised booking procedures in place, which are managed John. Excellent welcome procedures are also provided for guests on arrival, with a personal greeting and guests being shown around the cottages. A cream tea is also provided on arrival, with some complimentary perfumery soaps and a well presented and informative guest folder.

The range of accessories remains excellent, with, a full sky package, i pads for remote control of the lighting and music, music in the bathrooms, napster subscription, 42" HD televisions and bedside projector clocks. The app for controlling the lighting and music can also be downloaded on to a guest's i phone.

## **Potential for Improvement**

The apartments are extremely high quality, with John continually adding to the guest experience. In terms of the grading, suggestions would cover the kitchen again, in order to consolidate the score, so that it sits more comfortably within the grade.

Kitchen - Consider upgrading the pans e.g. Stellar, ProCook and adding some high quality cooking utensils such as Joseph Joseph. As suggested last year the flooring could be upgraded for a Karndean, Amtico or tiles.

## **Highlights**

Located right in the centre of the popular and delightful Cotswold village of Bourton on the Water, the two apartments present to an excellent standard. There is level, off road parking for both apartments and a pleasant garden available for guests to use. Excellent standards of cleanliness/housekeeping are again noted this year. The provision of accessories remains excellent, with i pads, a full sky package, electronically controlled lighting, napster subscription and bed side projector clocks to name a few of the items.

John always strives to add something new and this year he has sourced some exceptional quality bed linen, new towelling throughout, two sizes of robes, and espresso coffee machines. The website has also undergone upgrading.

## Minimum Entry Requirements

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**Group:** Apartment 1 & Apartment 2.

**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.

*Visit Report*

*Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism assessor on the day of the visit.*

*Appeals procedure*

*If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, which Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact Quality in Tourism at [qualityintourism@uk.g4s.com](mailto:qualityintourism@uk.g4s.com) or telephone 0845 300 6996. Details can also be found at [www.qualityintourism.com](http://www.qualityintourism.com).*

*Additional visits*

*Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact Quality in Tourism for details.*

*Publishing of reports*

*This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.*