

## Cwtch Cottage

Cwtch Cottage, 15a Lanadwell Street, PADSTOW, Cornwall, PL28 8AN, England

Padstow Cottage Company Ltd

## Summary

STAR RATING

★★★★

DESIGNATOR

Self-Catering

QUALITY SCORE

83%

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VISIT DATE

19 July 2019

VISIT TYPE

Day Assessment

CONTACT

Karen The Owner

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Cwtch Cottage provides a high standard of accommodation. On this visit, it achieved a Four Star Self Catering Rating and sits very well in the rating

The Gold Award could be achieved in the future and this would require the quality of the kitchen cupboards upgraded. A few other minor quality improvements would also be required.

The visit was completed unaccompanied.

# Quality Rating

## How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in the following five key areas:

### BEDROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

### BATHROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

### CLEANLINESS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
60% - 64%	65% - 69%	70% - 79%	80% - 89%	90%-100%

### PUBLIC AREAS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

### KITCHENS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>11</b>	<b>73%</b>	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	3		
Privacy/Peace & Quiet	4		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>13</b>	<b>86%</b>	
Pre-arrival Information	5		
Welcome & Arrival Procedure	4		
In-unit Guest Info & Personal Touches	4		
<b>Public Areas</b>	<b>20</b>	<b>80%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	3		
<b>Bedrooms</b>	<b>28</b>	<b>80%</b>	<b>4 Star</b>
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
<b>Bathrooms</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>33</b>	<b>82%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	4		

## Exterior

The exterior presents very well on arrival. It was noted on top of the entrance gate is beginning to rust. Patio area is very well kept. Ideally located just off the main street in Padstow centre.

## Cleanliness

The property was viewed in between bookings and pristine levels of cleanliness were noted throughout.

Surfaces were dust free and the flooring was immaculate. Bathroom sanitary ware was gleaming and inside the kitchen cupboards were free from any debris.

It is very evident that a very thorough cleaning schedule was completed throughout.

## Management & Efficiency

All the bookings are completed by Padstow Cottage Company and are always confirmed in writing.

A wide selection of accessories which include a flat screen television, wifi, books and games. When the television requires upgrading a larger screen could be considered.

Guests collect the key from the key safe and welcome beverages are provided.

## Public Areas

Good size open plan lounge with plainly painted walls. Original features of this cottage are very well maintained. Pristine slate floor and in an immaculate condition. High quality furniture with comfortable seating. Warmth by an efficient heating system and the lighting is well placed.

## Bedrooms

Plainly painted walls and wooden floors. Period and modern style furniture. It is suggested in the double room, blackout linings or a blackout blind could be considered. Excellent mattress in the double room, which is very firm and supportive. Comfortable mattresses in the twin room. All beds dressed in high quality linen. Warmth is provided by an efficient heating system. Rugs could be considered in the double room by the bedsides for the wooden floor to provide warmth to the guests when getting in and out of bed.

## Bathrooms

A very good provision of bathrooms are provided with each bedroom being en suite. Part tiled walls and pristine tiled floors. Modern sanitary ware and effective spotlighting. Warmth by underfloor heating system.

## Kitchen

Open plan kitchen with painted walls and an excellent slate floor. Beech cupboards and wooden work surfaces. Effective spotlighting and warmth by an efficient heating system. A wide range of appliances, however the fridge will require monitoring as it is starting to rust. Modern crockery and the stainless steel pans are in a very good condition.

## Units Seen

Cwtch Cottage ( one unit ) was viewed unaccompanied.

## Website Feedback

The property is marketed on the Visit England Assessments website and the link is below to the property entry. It is suggested that the photographs and information ( up to 20 photographs) are emailed to the Visit England Assessments website.

<https://www.visitenglandassessmentservices.com/establishments/cwtch-cottage/>

The property features on the Padstow Cottage Company website, however some of the information requires updating. There are references to being updated from 4 years ( new woodburner december 2015) It is good to see the Visit England star rating logo is displayed. Guests can view the tariff and check availability. The access statement could be upgraded to the Visit England Accessibility guide. Link to completing one is below:-

<https://www.visitbritain.org/business-advice/make-your-business-accessible/create-accessibility-guide>

## Potential for Improvement

As time and money allows, the television could be upgraded to a larger size

Monitor the fridge as it is starting to rust

Rugs could be considered for the bedsides

Blackout linings or a blackout blind in the double room

Front gate is starting to rust

If the Gold Award is sought - the kitchen cupboards fronts would require upgrading to a higher quality.

## Highlights

Cwtch Cottage is ideally located in the centre of Padstow making it a superb base for exploring the area.

Excellent flooring throughout and a very good provision of bathrooms. Pristine levels of cleanliness

# Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

**Name** Cwtch Cottage

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**Standard** Self-Catering

**Designator** Cottage

**Rating** 4 Star

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

## Specialities (optional)

These have not been awarded or assessed.



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[VisitEnglandAssessmentServices@aamediaigroup.co.uk](mailto:VisitEnglandAssessmentServices@aamediaigroup.co.uk)

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.



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## VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.