



VisitEngland
Assessments

Visit Report Hotel Boat Standard

MV Edward Elgar

★★★★ Hotel Boat

Visit date: 15th June 2017

Visit type: Day

VE ID No: 575152

Summary

The MV Edward Elgar luxury cruiser has been rated as a Four Star Hotel Boat under the VisitEngland quality grading scheme, and very comfortably achieves this rating.

It is exceptionally pleasing to see the level of financial investment again this year to further improve the facilities on board for guests, with a new heating system, improved air conditioning system, further painting internally and also on the exterior and a super new overnight battery system which means guests can sleep undisturbed by generator noise.

The family run company has continued commitment from all family members, with the quality of care from the crew being marked at an exceptionally high level on the in house questionnaires as seen again this year.

Well done on all of the improvements and your commitment to the quality of your guest's holiday. It is not surprising to hear that a large percentage of your clients are repeat customers.

Minimum Entry Requirements

Name	MV Edward Elgar
Rating	4 Star
Standard	Hotel Boat

In order to reach a Visit England accreditation all Minimum Entry Requirements need to be in place.

At the time of the visit, all minimum entry requirements were in place.

Quality Report

Web Review

Jay really has made a significant effort with this and it was therefore pleasing to see that on putting a variety of phrases such as “English cruises” “English river cruises” and even “holiday on an English cruise” bought up the Edward Elgar page as the primary page – a superb marketing advantage, and bearing in mind google and other search engines change their analytics regularly, to remain in top position is no mean feat.

As last year pages’ load quickly, with helpful and informative videos giving guests a real taste of what to expect on board and from a river cruise holiday. Thank you for updating the logo to the current VisitEngland one.

Surprised that no access logo is in place bearing in mind an accessible rating for older and less agile guests (M1) was awarded last year.

Pricing is clear and unambiguous, with guests made aware of the “all inclusive” rates.

Impressed to note the Facebook link is now working and that the page is mobile friendly, thus can be viewed on all types of portable device.

Service and Management Efficiency

Good pre-arrival information supplied, the joining instructions being clear and easy to follow. An Access Statement for less agile guests is well thought out and comprehensive, covering all aspects of the guests stay on board.

The boat, safety and cabin information being comprehensive and covering aspects of safety, an introduction to the facilities in the bedroom and bathroom, with all meal information provided.

Good to note an extensive environmental policy in place. An environmental policy being in place on the cabin towels also. The family being sure that all cleaning chemicals used on board are environmentally friendly.

A very friendly welcome on arrival with refreshment offered. Hospitality experienced during this visit was to a very high standard. Good to note free flow tea and coffee available from the dining area most of the day for guests to help themselves.

Feedback forms for the year were produced, the assessor being able to select several at random, with exceptionally positive comments noted about all aspects of the stay – headings of specific questions included making the booking, food and meal arrangements, boat facilities, cleanliness, crew standard, cruise entertainment as well as a more general heading of cruise enjoyment, all of which had exceptionally positive comments. It was impressive to see the level of repeat guests.

Exterior

The boat is attractively presented, with the name being clearly displayed in addition to the website address, assisting the guest arrival process.

The gunnels on the fore and aft deck areas have been repainted this year, all exterior paintwork being in very good repair and giving a positive first impression.

As discussed the single seats on the upper deck presented really well, but the two-person sofa style seats have started to show signs of fraying of the raffia type weaving material – disappointing as these are fairly new, and perhaps attention could be given to their repair this year.

Salon, Dining area and corridors

The new radiators sit really well and are completely unobtrusive and give further space to guests than the previous system. Leather dining chairs and high quality wooden tables continue to present to a very high standard, with tables being well proportioned and well-spaced. The bedroom corridor has been repainted in a lighter colour with new low power LED lighting installed throughout the boat, the bedroom corridor now being light and bright and inviting (and somehow appearing larger).

Wi-Fi strength had been an area commented on previously in the guest questionnaires, so this has received investment this year with a stronger system to ensure guests can get online faster.

Cabins

Cabins seen this year were 6, 7 and 11. The new thermostatically controlled wall radiators are very clever, with guests now having separate heating and air-conditioning systems. The air conditioning system having been fully serviced recently to ensure almost silent running. Décor presents well, with beds being firm and supportive to the touch. Quality white stripe bedding is immaculately laundered with pillows being plump. Windows are fitted with blackout curtains ensuring guests are not disturbed by early morning sunlight. A huge improvement this year is the significant investment in an overnight battery style system for the boat, thus allowing the generator to be turned off overnight with all lighting, heating etc. being fully supported by the large and multiple batteries, thus guests who are light sleepers will remain undisturbed as the generator will not click in and out.

Bathrooms

The investment noted last year in refurbishing the bathrooms was to a high standard and even with a years' wear and tear on the fittings no damage to fittings, décor or flooring was noted. As discussed I feel some of the crew may be over cleaning the shower control panel as a residue of pink cleaning powder could be seen.

Dining

Menus have been updated this year with an interesting arrange of dishes noted, with all guest dietary requirements being easily dealt with.

The pictures of the food on the website are particularly appetising and give guests an honest portrayal of the food offering on board.

Visit Report

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the 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 VisitEngland Assessments 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 VisitEngland Assessments on 01256 491111.

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 VisitEngland Assessments for details.

Publishing of reports

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