



VisitEngland
Assessments

Visit Report Hotel Boat Standard

MV Edward Elgar

★★★★ Hotel Boat

Visit date: 19th September 2018

Visit type: Day

VE ID No: 575152

Summary

As a result of this years' assessment, the MV Edward Elgar comfortably retains the Four Star VisitEngland rating under the hotel boat category, being at the upper end of this rating. This family business continues to invest heavily in the physical quality and provision onboard, thus ensuring both returning guests and people new to the experience will be delighted with the provision on board.

Improvements this year include new dining room carpet, new sofas in the lounge area, new attractive teckdeck non slip flooring on the top deck, the fitting of USB sockets to the bedrooms, full external painting above the fender strake, new batteries for the bow thruster and no doubt guests really appreciated that the air conditioning system has been pressurised to give a better efficiency which ensured guests remained comfortable during the excessive heat this year.

The whole crew continue to receive very high praise in the guest questionnaires completed at the end of the journey, with new chef Miles getting significant comments for the quality and range of the food and Sharon the steward being praised for her excellent attention to detail – the whole team working exceptionally well together ensuring all guests enjoy their holiday – it is no surprise to see such a high level of repeat and referral business, such is the warmth of the feedback on the forms.

The MV Edward Elgar being an ideal luxury experience, allowing guests to do as much, or as little as they please on this thoughtfully equipped hotel boat, with the both the family ownership and the crew really going the extra mile to ensure guests are delighted with their experience.

It is hoped the visit and this report assist.

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 this visit, all minimum entry requirements were in place.

Quality Report

Web Review

On putting in a variety of search criteria into the leading search engine, including - hotel boat Gloucester, river cruises and holidays onboard a river cruiser, impressed to note the MV Edward Elgar came up first, either as its own web page, or via the Gloucester Tourism site. Web pages load quickly and helpful tabs guide guests to the information they need, including a very informative twelve-page boarding brochure under the Frequently Asked Questions heading.

Good to note the Four Star logo and Accessible logo, showing guests the boat has been independently assessed and is suitable for guests with some, but not all with limited mobility. The twitter feed is current and has a large number of followers, the Facebook feed having not been updated since May.

The thirteen-page access statement covers every aspect of the boat, allowing guests to make an informed choice – as discussed please update this to an access guide.

Really impressive to see that 2018 only had one cabin left for October, with 2019 availability clearly highlighted, with several dates starting to have limited availability.

The British Marine logo being clearly visible, letting guests know that their safety is paramount and that the boat meets exacting requirements.

Lastly I checked to see if the page was mobile friendly, which it is, allowing guests to view the website content on a variety of devices.

Service and Management Efficiency

Good pre-arrival information supplied, the joining instructions being clear and easy to follow.

A very thorough and all-encompassing Access Statement for less agile guests is very easy to follow and allows guests to make an informed choice.

Comprehensive safety information is provided, with all guests having safety highlighted during the welcome meeting in addition to the all-important dining options.

Particularly impressed this year to see that a new indexed common ailments guidance folder has been added this year for the crew, allowing them to understand possible side effects and situations arising from guests' health ailments and conditions – thoughtful.

An extensive environmental policy was noted, with the boat being as “green” as possible, including all cleaning chemicals.

Once on board I was instantly offered an arrival beverage from the extensive range of teas, coffee and other hot drinks available – this range being available at all times for guests to help themselves with the new efficient water boiler ensuring a constant provision.

I was able to see the years feedback forms, picking several at random, it was very pleasing to see all “on board” comments were exceptionally positive, the only negative comments relating to a hotel stay prior to boarding – this information being used to decide that a different hotel will be utilised next year, to ensure guests expectations of their whole trip are excellent.

Exterior

The boat has been repainted this year, with attractive teak effect non-slip flooring fitted to the upper sun deck.

The simple addition of further “rungs” to the entry ramp making embarking and leaving the boat much easier and is to be commended.

Another simple, but very effective provision is the foam protectors to the upper deck rails, thus ensuring guests have comfort if the rails are touched by hand, or head whilst sitting on the upper deck to enjoy the splendour of the everchanging view.

Seating on the upper deck is showing signs of wear after a very busy season and will be replaced this winter.

All areas are kept tidy, with equipment securely stowed and the new wheelhouse gives an excellent first impression.

Salon, Dining area and corridors

The new carpeting is highly attractive and very soft underfoot.

New leather sofas have been added this year, giving an improved seating provision, with all furniture being in very good condition.

The wooden tables being well spaced with comfortably padded leather dining chairs noted.

The bedroom corridors were repainted last year and remain in very good condition, with the temperature on the boat being very comfortable.

Impressed to see books, binoculars, games etc for guest use, ensuring the dining, bar and lounge areas are used all day by the guests when not on a sightseeing expedition.

Wi-Fi strength was improved last year and was mentioned by some guests as particularly good on the feedback forms.

Cabins

I saw cabins 1, 3, 5 and 9 this year and was impressed to see a consistently high standard in all. The new USB charging points are no doubt appreciated by guests as we all seem to carry more devices with us that need charging.

Excellent use of the available space, with décor presenting well. Beds were firm, with supportive mattresses noted, all beds being well dressed in pristine white bedding.

Windows have blackout curtains, ensuring guests are not disturbed by early morning sunlight, with the air-conditioning and separate heating systems allowing guests to set their cabin at whatever temperature they prefer.

The improvement last year of moving to a battery style system for overnight power requirements, thus allowing the generator to be turned off, ensuring guests are not disturbed by any noise really is impressive and was worth the extensive financial outlay.

Bathrooms

The columns for the shower fittings have been changed to a white finish this year, with all fittings being in very good condition. An additional rail has been added for improved towel storage.

I understand that the toilets are being changed next year, the new toilets will have both a full and half flush – again showing the commitment to “green” issues.

Impressed to see all chrome work buffed to a high shine, with an excellent level of housekeeping found.

The clever magnet system ensuring bathroom doors stay shut even through slight movement of the boat.

Dining

The new chef Miles has reviewed the menus, with many highly positive comments noted on the feedback forms.

Guests individual dietary requirements are dealt with easily, with menus planned prior to guests arriving.

The video on the website entitled “food on board” gives very positive feedback on the food, with the food pictures on the “our boat” tab being highly appetising – the picture of the Gloucester old spot slow roasted pork belly showing the creativity and skill of the chef, with generous portion sizes noted.

Visit Report

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