



VisitEngland
Assessments

Visit Report Hotel Boat Standard

MV Edward Elgar

★★★★ Hotel Boat

Visit date: 9th August 2019

Visit type: Day

VE ID No: 575152

Summary

The MV Edward Elgar continues to achieve the Four Star rating under the VisitEngland scheme for hotel boats, with the improvements made ensuring that the boat remains at the top of the rating banding. It is always impressive to note the commitment that the Clements family have to maintaining or improving the high standards on board.

This year a significant improvement was made to the toilet facilities, with new seating both in the lounge and on the upper deck. A new large screen information system has been added to the saloon, replacing the white board system, with far more information being available to guests at the touch of the screen. Menus have also been updated with a higher emphasis on local produce and “spirit of place” items, with Over Farm market being utilised for the fruit, vegetables and locally produced meat. Impressive to note also that all afternoon tea cakes are now being made on board to guarantee the quality, with Miles the head chef having increased both the range and quality of this aspect.

As previously, the guest questionnaires (fully available online) continue to praise the crew for their attention to detail and their hospitality, ensuring that a cruise on the MV Edward Elgar exceeds the guest expectation, resulting in an impressively high level of repeat guests. It is hoped the visit and this report assists.

Minimum Entry Requirements

Name	MV Edward Elgar
Rating	Four 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 required items under the scheme were noted to be in place.

Quality Report

Management Efficiency / Web Review

I put a number of options into the search criteria of the leading search engine and was impressed to note that you came up first, with a Google pin and a direct link.

The tabs are easy to follow, with extensive, accurate photographs displaying the facilities. The new 3D tour added this year gives guests an excellent perspective of the facilities on board.

Availability was checked, with very limited spaces noted for this year, with an encouraging number of bookings already for 2020 too.

The pictures of the food are highly attractive, with a video review from a number of guests confirming how good the food is. Good to note the use of local ingredients wherever possible.

Thank you for changing the wording on the accessibility guide.

Logos for the star rating, British Marine federation and the newly acquired ABTA registration.

An extensive number of genuine reviews and testimonials should prospective guests require further confidence in the quality of the hospitality, service, food and holiday experience.

Exterior

The boat continues to present well, being clearly named, allowing first time guests to find her easily. The seating on the top deck has been replaced this year, giving guests a high degree of comfort on the upper deck, allowing them to enjoy the more clement weather and everchanging views.

Safety remains paramount and signage is very clear.

All areas being kept clean and tidy, with a genuine cared for first impression.

Saloon, Dining area and corridor

Two well proportioned areas, with the restaurant having ample seating for all guests to dine at the same time. Dining tables continue to present well and are comfortably proportioned.

An additional leather sofa has been purchased this year, with all the leather chairs having been replaced this year providing a high level of comfort to guests in the lounge area.

The servery counter is attractively presented, with guests able to help themselves to hot beverages and a well stocked fruit basket at any time of the day.

The new large screen display in the lounge area replaces the previous written information board, with guests able to see weather reports, itineraries and other local information both on the day of their cruise and future events – a really super feature.

A comprehensive selection of books, games etc for guests to enjoy indoors should the weather be inclement, with binoculars and guide books of the areas being travelled through thoughtfully provided.

In the comfortably appointed bar, more local items have been added, with items being attractively displayed. More limited seating here, but guests are welcome to collect drinks and take to other areas of the boat.

Cabins

Cabins 2, 6, 7, 8 and 10 seen this year with a consistently high standard noted as always. Beds are attractively dressed, with crisp white bedding. Mattresses being firm and supportive, with pillows being plump.

The no smoking policy is clearly highlighted, as discussed I would recommend that no vaping is added to this, as some devices are capable of setting off the smoke alarms.

Rooms are attractively decorated, with pictures noted, as discussed could consider changing the pictures to canvas photographs of some of the more scenic views guests are likely to see – these could also be sold on board, if thought appropriate.

Good storage options noted, with a large void under the beds for storage of suitcases. The wardrobes having a generous provision of quality wooden hangers.

Cabins are air conditioned, which has no doubt been appreciated during the very warm weather this summer, with a separate heating system should guests feel the cold, the latter being individually thermostatically controlled, so guests can set their own desired temperature.

Noted last year, but of real benefit is the use of an on board battery system, thus allowing the main generator to be switched off overnight, ensuring guests are not disturbed by the slight hum, which is unique to this boat.

Bathrooms

Small, but very well designed, the shower rooms have been further improved this year with push button toilets which have soft close toilet seats, reducing water usage and noise. The multi jet showers continue to present well with a thoughtful range of soap, shower gel, shower cap and tissues complimenting the professionally laundered towels which were soft, thick and in very good condition. Guests benefit from a fixed shower head, or an adjustable wall mounted or hand held shower head, providing an excellent level of choice

Good lighting above the mirror, with a comfortable level of storage noted for guests own toiletries.

Dining

The head chef Miles has updated all the menus this year, with excellent pictures noted on line. The use of local producers wherever the quality is available is commendable. It is interesting to note the large numbers of positive comments on the guest questionnaires, feedback and indeed in the online video, confirming the range, quality and availability of special dietary requirements.

Guests are requested to advise of dietary requirements in advance to ensure their every need is catered for.

All of the cakes for the afternoon tea are now also being made on board, ensuring that Miles can ensure the quality of the offering is maintained.

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 338350

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.

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