



VisitEngland  
Assessments

## Visit Report Hotel Boat Standard

### **MV Edward Elgar**

**★★★★ Hotel Boat  
Mobility One – Older and Less Agile Guests**

**Visit date:** 1<sup>st</sup> September 2021

**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 changes made this last year to ensure guests feel safe regarding the Corona virus situation being highly commendable – it is appreciated it has been a very difficult trading period, and to see the financial commitment of the Clements family to make guests feel safe, with screening, ultra violet air ionisers and a new ventilation system in the saloon being amongst the items added, thus ensuring guests can still fully enjoy their time on board, without any negative impact. Tables have been well spaced and the lounge furniture temporarily removed, thus giving all tables more space to feel comfortable.

A new monitor has been added in the bar which is connected to the “Go Pro” camera on the front of the boat, so guests can fully enjoy the exterior views, without going outside – ideal for both less agile guests and for when the weather is being less kind.

Good to see captain Steve still at the helm, with chef Myles continuing to produce high quality, locally produced food, which receives high praise in the guest feedback forms. The young team of Annette, Katie, Louis and Myles receiving regular positive feedback in the guest questionnaire feedback forms, with an exceptionally high number of both repeat guests and guests who would be happy to recommend a cruise on board to friends or colleagues.

The National Accessible Rating was also reviewed at the time of this visit with a rating of Mobility One (older and less agile guests) being retained. All requirements were noted to be in place, with just a couple of recommendations as listed within this report.

It is hoped the visit and this report assists.

### **Minimum Entry Requirements**

<b>Name</b>	MV Edward Elgar
<b>Rating</b>	<b>Four Star</b>
<b>Standard</b>	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.

## **National Accessible Scheme**

Under the National Accessibility Scheme a rating of Mobility One has been achieved, with all requirements being in place, however the following recommendations are suggested as discussed (remember these are recommendations, not requirements).

The rating awarded will remain valid for Three Years.

- 8.1 Recommend the bedroom cabins are fitted with a horizontal door handle (rather than a turning knob handle)
- 14.15 Recommend the full length mirror in the bedrooms have a lower edge of 400mm and an upper edge of 1800mm (currently 640mm to 1720mm)
- 14.13 Recommend the provision of an emergency alarm call system in the bedroom – can be a portable bell
- 15.12 Recommend the provision of an emergency alarm call system in the bathroom – can be a portable bell
- 15.6 Recommend the provision of a vertical rail to one side of the wash hand basin in the en-suite bathrooms
- 15.11 Recommend the provision of a swing top or flip top bin in the bathrooms to replace the current pedal bin
- 17.2 Recommend the provision of a shower stool

## **Quality Report**

### **Management Efficiency / Web Review**

On putting "hotel boat in Gloucester" into the leading search engine, I was impressed to see English Holiday Cruises come up first and Edward Elgar came up second, showing an impressive search capability, with both a map and a Google pin noted, with a link to your own website.

I see a number of newspaper reviews have been added over the last year with links to the articles when the newspaper name was clicked – featured in Daily Mail / Times & Sunday Times / Telegraph / Express and The Sun.

Pictures are clear and load quickly, as discussed the cosy bar description has a picture of a bedroom?, which may need updating.

A 360 3D tour allows guests to explore all aspects of the boat and has a superb level of information.

360 reviews currently, with an impressive score of 4.93 out of 5, with 100% of reviewers recommending the company, a large number of recent reviews, with a good level of content.

Good to note not only VisitEngland four star logo, but also the "We're Good to Go" and Safe Travels logos, showing guests the current pandemic situation is being sympathetically and constructively managed, with a list of the extra measures being taken.

Attractive pictures of the food noted with sample menus provided.

2021 availability all sold out with the exception of the four November Christmas getaway cruises.

Lastly I checked to see if the page was mobile friendly, which it was.

### **Exterior**

An attractive first impression with exterior paintwork being well maintained.

Clear safety signage, showing the commitment to onboard safety.

All areas kept tidy and safe, with clear measures taken to ensure guests safety whilst on board.

### **Saloon, bar area and corridor**

The dining area and cosy bar continue to present well, due to Covid measures taken, the table configuration has been changed, with the leather sofa and lounge seating temporarily removed, to give additional spacing between individual tables. Large clear Perspex screens have been purchased, so guests can feel safe, without negatively impacting on the views on board as the cruise is underway.

New ventilation has been added throughout the length of the saloon, with ultra violet ionisers to purify the air added to both the saloon and the bar, with both fixed hand sanitiser points and a bottle of hand sanitiser noted on each table. New wooden boxes have been added to each dining table for a water carafe, cruet and glasses, so guests have all required items to hand. The stewards this year have also taken to different napkin folding styles for each day, enhancing the table presentation.

Tables are of a high quality and are in excellent condition, with the dining chairs continuing to enjoy a high level of presentation.

Books, games etc were removed for a short time, but are now back in place, for guest enjoyment.

## **Cabins**

Cabins 3, 5 and 9 seen this year with a consistently high standard noted as always. Due to cabins being occupied and being aware of the Covid situation, testing of the facilities was limited, however a consistently high standard noted as in previous visits.

Beds were attractively presented, with crisp white bedding noted. Very good storage options, with additional space under the beds for luggage.

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 slightest noise, which is unique to this boat.

## **Bathrooms**

Whilst compact, space has been exceptionally well thought out, with innovative storage solutions for guests own toiletries.

Fittings continue to present to a very high standard, with multi jet showers, soft close toilet seats, very good lighting and a well-proportioned mirror facility.

## **Dining**

The food offering continues to be exceptionally high with very positive comments noted on the guest feedback forms, Myles is very flexible and can easily cater for all dietary requirements, without a reduction in the range or quality of food provided. The pictures of the food online and in the new brochure are very appetising and good to note the use of local producers and seasonal items whenever possible

### *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*

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