



VisitEngland  
Assessments

## Visit Report

### Hotel Boat Standard

## MV Edward Elgar

★★★★ Hotel Boat

**Visit date:** 11<sup>th</sup> April 2023

**Visit type:** Day

**VE ID No:** 575152

## **Summary**

The MV Edward Elgar continues to comfortably achieve the Four Star rating under the VisitEngland scheme for hotel boats, and it was impressive to see the improvements made to the boat since my last visit, ensuring guest expectations at this high level continue to be not just met, but exceeded.

This is in addition to the large investment in new premises at Bristol Road, which will further enhance the guest experience and whilst it was hoped that this would have been completed by the time of the visit, building delays have pushed the opening back slightly.

The new and improved website has a wealth of information in an easy to read format, letting potential guests see whether their needs will be met and giving a real flavour of a holiday on board – really good images noted, which further enhance.

A high level of bookings noted, with a number of cruises for this year already sold out. Wishing you every success for this year.

The new crew uniform seen at the time of the visit being attractive and making it easy for guests to identify team members.

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.

## **Quality Report**

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

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

Good to note your USP of being the largest inland boat is clearly highlighted.

Useful headings beneath the main picture clearly highlight the all-inclusive nature, that all cabins are ensuite and have a window, with the nights being peaceful due to the battery storage (another USP).

Videos from actual guests on comfort, food, atmosphere and the crew giving an excellent first impression.

An excellent score of 4.91 on the reviews, with a number of reviews able to be seen.

Well written Frequently Asked Questions quickly allow guests to ascertain if this holiday is right for them, with very appetising pictures of food also noted on the page.

The VisitEngland Star rating is clearly visible, with links to previous visit reports.

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

I note you have seventeen images on your [www.ratedtrips.com](http://www.ratedtrips.com) page, with a booking link direct back to your own site.

The availability calendar for 2023 showing a number of cruises have already sold out.

I have updated the new business premises address and this should be showing online shortly.

### **Exterior**

An attractive first impression with the exterior paintwork being well maintained and the name of the boat being clear.

Gangplank was secure, with roped guide rail aiding guests on getting aboard.

Good signage externally and internally, with clear guidance given re security matters, making guests aware of potential hazards.

As always, the decks are kept tidy and safe, with ropes neatly tied and no trip hazards evident.

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

Guests benefit from a separate bar area and also a spacious dining / lounge area, with well positioned furniture noted in both areas. The banquette seats in the bar have been recovered this year, with new scatter cushions added.

The dining furniture presents well, with tables all being of the same height, thus being able to be joined together, if required to accommodate larger groups.

It is understood new lounge seating is on order, with a good number of occasional tables provided.

Whilst tea and coffee has always been available to guests in this area, this year has seen the purchase of a new bean to cup machine, providing "fancy" coffees, hot chocolate etc, for an enhanced guest experience, and good to note the supply of flavoured teas and decaffeinated coffee, for guests who prefer this.

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

New, attractive placemats and cutlery have also been added this year for the dining room.

Lastly highly attractive new glassware has been added in the bar.

Whilst the Perspex screens purchased for Covid have been removed, good to note that hand sanitiser is still provided, as some guests still have concerns about the virus.

A large selection of books and games for guest entertainment are thoughtfully provided, being neatly presented in a bookcase.

## **Cabins**

Cabins 1, 4, 5, 6 and 9 seen this year with a consistently high standard noted as always. Impressed to see the new colourful pictures added this year, with scenery or wildlife which can be viewed during the cruise.

The new padded wall areas next to the beds are both attractive and practical, adding comfort.

The new curtains, bed cushions, bedding and carpets all present really well.

Beds being firm to the touch and well dressed with quality white stripe bedding.

Despite being compact, cabin layouts are well designed and the new bedside cabinet for the second bed has further enhanced storage space.

## **Bathrooms**

No changes this year, with all fixtures and fittings continuing to present to a very high standard with best use made of the available space, having had significant financial investment over the last two years. The multi jet shower fittings still presenting well after being re powder coated prior to the last assessment.

A good level of storage space for guests own toiletries with hanging space for towels and dressing gowns noted. The bathrooms being comfortably warm and well lit.

## **Dining**

The attractive menu holders were checked during the visit, with the menu offering a very good selection and utilising local produce wherever possible, with clear guidance given on this on the menu.

Having seen the boarding list for the day of the visit, special dietary requirements are easily met, as long as advised in advance.

The pictures of the food on the website being attractive and of good portion sizes.

### *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.*

### *Publishing of reports*

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