



Quality in Tourism

Visit Report

Self-Catering Standard

Oare Manor Retreat

Devon

★★★★★ **Self Catering** **97%**

Gold Award

Visit date: 03 Feb 2014

Visit type: Day

QiT No: 616529

Group/Unit Name: Oare Manor

	Score
Exterior	
Appearance of buildings	5
Grounds, gardens and parking	5
Environment and setting	5
	100%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	5
	100%
Bedrooms	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	94%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	5
	96%
Kitchen	
Decoration	4
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	5
Space, comfort and ease of use	5
	97%
Additional Facilities	
Recreation	5
	100%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	97%

Key Scores and Sectional Consistencies

Overall

97% = Level 5; (87% to 100%)

Cleanliness

100% = Level 5; (90% to 100%)

Public Areas

100% = Level 5; (87% to 100%)

Bedrooms

94% = Level 5; (87% to 100%)

Bathrooms

96% = Level 5; (87% to 100%)

Kitchen

97% = Level 5; (87% to 100%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (See Minimum Entry Requirement page in this report for detail)
2. The Star rating will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

Overview

Oare Manor continues to retain the Five Star Self Catering Accommodation rating sitting at the very high end of the banding awarded. Gold Award also achieved for a further twelve months. Visit conducted with the caretaker / managers Rod and Karen Toms present.

Website Feedback

Professional website quick to load and easy to navigate, pictures and text effectively describe the property and appear to be up to date. Prospective guests benefit from very good local links, tariff and local attraction pages, but the addition of an on-line availability checker and booking system could be considered. Similarly, the use of social media sites (Facebook, Twitter, etc) would help to increase web exposure if thought appropriate. Good exposure of Visit England logo's noted.

Cleanliness/Housekeeping

Exceptional standards of housekeeping and cleanliness noted throughout the property with sparkling kitchen surfaces, spotless sanitary ware and a most thorough attention to detail noted to hoovering and polishing all a huge credit to Karen, Rod and their team.

Public Areas

Decorative finishes are presented to a superior standard including excellent quality wallpaper, pictures and tasteful ornaments carefully selected to compliment the character of the Manor. Superb quality flooring includes slate floors and wool carpets. The period furniture and soft furnishings continue to present to an immaculate condition. The property is centrally heated throughout with open fires and wood burners for chilly evening's. Lighting levels are very well considered with plenty of lamps in addition to wall lighting. The separate dining room, study and comfortable breakfast room provides excellent space and comfort for accommodated guests.

Bedrooms

Decoration throughout is perfectly co-ordinated with the style and character of the Manor, with all finishes superbly maintained. Wool carpeting is soft and very comfortable underfoot. Period furniture is very well suited to the rooms and curtains and drapes are substantial in quality. Ample lighting is provided by lamps and wall lighting. Beds offer superior levels of comfort including sprung bases and excellent quality mattresses and toppers. High cotton content Egyptian linen and natural fibre bedding is perfectly laundered. The master bedroom certainly has the wow factor with its Swan design bed. The rooms are well planned and provide very good levels of storage and free space.

Bathrooms

Ensuite and main bathroom are finished to a similar standard including very well maintained stone and marble tiling, emulsion and grout finishes. Non-slip, tiled and wood flooring is professionally fitted and superb in quality and condition. Excellent quality sanitary ware with antique baths and a most impressive cage shower to the wet room is very well presented. Very good levels of lighting, heating and ventilation in place including spotlighting, mechanical ventilation and radiators for warmth. Space, storage and comfort levels are suitably provided for accommodated guests.

Kitchen

The main kitchen along with the kitchenette's to 7 and 8 continues to present in immaculate condition with high quality decoration and slate flooring well maintained. Solid granite worktops and sturdy bespoke units are characterful and pristine in condition. Lighting levels are very well placed overhead. Very modern ventilation levels are well provided. Miele range of large appliances are excellently maintained and the inventories are impressively stocked with Luminar and Spode sets of crockery, high grade cutlery and excellent quality cookware. Overall, excellent levels of space and comfort provided including well appointed storage space along with separate utility and laundry rooms.

Management Efficiency

All arrivals are personally met by Rod and Karen and given a familiarisation tour and talk. An exceptional welcome pack is in place which includes a full concierge service, and a vast range of thoughtful extras for the discerning guest. A chef can be arranged for those wishing to entertain, along with Pheasant and Partridge

shooting nearby.

Potential for Improvement

The owners and the management team are happy with the current grading and feels it meets their target market well. Owners have no further plans for investment over the coming year.

Highlights

Most impressive Manor House set in the heart of Exmoor with a wealth of history. Owners and managers work extremely hard to offer a memorable and luxurious stay in this beautifully furnished house. The grounds, gardens and very high quality games room with its high tech audio and visual equipment all add to the experience and ambience of the Manor.

Minimum Entry Requirements

Unit: Oare Manor
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

Visit Report

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism 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 Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 30 days of receipt of the report. For details please contact Quality in Tourism at qualityintourism@uk.g4s.com or telephone 0845 300 6996. Details can also be found at www.qualityintourism.com.

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 Quality in Tourism for details.

Publishing of reports

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