

Old Barn Tregonetha

The Old Barn, St Column, TREGONETHA, Cornwall, TR9 6EL

Premier Cottages

Summary

STAR RATING



SCHEME

Self-Catering

QUALITY SCORE

97%

Gold Award

Walkers Welcome, Welcome Pets!

VISIT DATE

31 May 2024

VISIT TYPE

Day Assessment

CONTACT

Stephen Chidgey Owner

Old Barn Tregonetha retains the high scoring Five Star Self Catering rating. The Gold Award also held for a further twelve months.

Walkers Welcome and Pets Welcome schemes awarded.

A beautifully presented and carefully maintained property which offers an outstanding range of thoughtful touches.

Owners work hard to maintain high standards all throughout the year and constantly look for new ways to keep this unique property offering a memorable experience.

Accompanied visit and debrief with Stephen Chidgey, owner.

Quality Rating

How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in the following five key areas:

BEDROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

BATHROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

CLEANLINESS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
60% - 64%	65% - 69%	70% - 79%	80% - 89%	90%-100%

PUBLIC AREAS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

KITCHENS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

The Old Barn

97%

5 Star

	SCORE	PERCENTAGE	RATING
Exterior	15	100%	
Appearance of Buildings/Kerb Appeal	5		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	24	96%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Bedrooms	33	94%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
Bathrooms	24	96%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Kitchen	39	97%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Electrical & Gas Equipment	5		
Crockery/Cutlery/Glassware	5		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	4		

Exterior

The garden is beautifully presented and further planting added for this season. EV charging point provided.

Cleanliness

Outstanding cleanliness levels noted throughout all areas of the property. Attention paid to dusting behind furniture, fixtures and hard to reach areas. Fresh and clean throughout. All kitchen appliances spotless and the bathroom sparkling. Linen immaculate and bedrooms pristine. Very well done to Alan and Stephen for the attention and care paid throughout.

Management & Efficiency

Stephen manages all marketing which includes promotion via a number of online platforms and the very comprehensive website. Bookings can be made direct or also online.

Owners Stephen and Allen live next door, therefore able to provide a very comprehensive service including a through changeover clean, property maintenance and assistance with any guest queries or holiday tips. Fresh pasties are delivered to guests the day after arrival.

A very generous welcome pack is provided which includes a hamper of Cornish goodies, cake, breakfast pack, flowers, variety of sauces and condiments. Plenty of excellent quality eco friendly cleaning products supplied.

Wi-Fi and television connection updated for this season.

Many thoughtful personal touches added to the property including books, games, cocktail kit, EV charger, piano, log burner and a wine fridge.

Public Areas

Lounge and separate dining space all very comfortably appointed and neatly maintained. Paint finishes are kept mark free and the variety of thoughtfully selected artwork compliments beautifully. Furniture is sturdy and practical for guests needs. Soft furnishings and easy seating all kept mark free with regular cleaning as required. Heating and lighting provision modern and very easily controlled.

Bedrooms

The bedrooms are very well maintained with neat decorative finishes, thoughtfully selected artwork and attractive original features. Flooring is practical and easy to clean. Furniture remains very sturdy and offers plenty of storage/set down space. Beds are deep, supportive and very comfortable. All linen and bedding is immaculate, finishing the overall excellent bed presentation.

Bathrooms

Bathrooms are striking, high quality and beautifully maintained, offering excellent quality and comfort for guests. Sealant and grouting is pristine.

Kitchen

An outstanding kitchen with high quality units, worktops and appliances. The inventory range is excellent with regular updates made as items wear. All tiling is immaculate. The Aga is beautiful feature and very much appreciated by avid cooks.

Units Seen

Old Barn is a single unit and viewed entirely on the day.

Website Feedback

Website viewed: <https://www.oldbarncornwall.co.uk/>

A very well presented and informative website which is easy to navigate. The website provides guests with detailed information on the accommodation, local area and all required contact details. Images are professional, clear and accurately reflect the accommodation.

VisitEngland star rating logo and Gold Award logo displayed.

Online booking is provided on the dedicated website. Owners also use a variety of online platforms including Premier Cottages.

The new VisitEngland Accessible and Inclusive Toolkit for Tourism Businesses can be accessed at: <https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive>

The VisitEngland business advice hub is a very useful resource for legal obligations, tips and practical support: <https://www.visitbritain.org/business-advice>

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Potential for Improvement

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Highlights

Beautifully presented interior.

Thoughtful range of additional touches including EV charger, piano, log burner and the Aga.

Superb kitchen with a very comprehensive inventory.

Dog friendly.

Very generous welcome pack.

Feature slipper bath.

Excellent cleaning standards.

Stephen and Allen actively support the local community and also the Air Ambulance through the property.

Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

Name The Old Barn

Standard Self-Catering

Designator Self-Catering Unit

Rating 5 Star Gold Award

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

Specialities (optional)

The following specialities have been awarded:



Walkers Welcome

Deficiencies: None



Welcome Pets!

Deficiencies: None

Useful Numbers

Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

VisitEnglandAssessmentServices@aamediaigroup.co.uk

Assessment Services Accounts

All financial and payment enquiries

01733 207324

VECreditControl@aamediaigroup.co.uk

Useful Links

Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs and showcase your facilities.

<http://www.ratedtrips.com/update-your-profile>

Business Support

Advice and support for your business, including training opportunities and discounts.

www.ratedtrips.com/business-support

Participant Benefits

Exclusive offers and discounts to help your business

www.ratedtrips.com/participant-benefits

Participant offers and discounts



Discover more at www.ratedtrips.com/participant-offers

Got a question? – email us at contact@ratedtrips.com

VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.