



Quality in Tourism

Visit Report

Self-Catering Standard

## **The Games Barn**

Mayfield

**★★★ Self Catering 72%**

Cyclists Welcome, Walkers Welcome

**Visit date: 19 Mar 2012**

**Visit type: Day**

**QiT No: 584331**

**Group/Unit Name:** The Games Barn

	Score
<b>Exterior (1 - Common Standards Reference)</b>	
Appearance of buildings	3
Grounds, gardens, roadways and car parking	3
Environment and Setting	4
	66%
<b>Management Efficiency (3 - Common Standards Reference)</b>	
Pre-arrival information including brochure	3
Welcome and arrival procedure	4
In-unit guest information and personal touches	3
	66%
<b>Cleanliness (2 - Common Standards Reference)</b>	
Cleanliness - Living and dining area	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
Cleanliness - Kitchen	4
	80%
<b>Public Areas (4 - Common Standards Reference)</b>	
Decoration	3
Flooring	4
Furniture, furnishings and fittings	3
Lighting, heating and ventilation	4
Space, comfort and ease of use	3
	68%
<b>Bedrooms (5 - Common Standards Reference)</b>	
Decoration	3
Flooring	4
Furniture, furnishings and fittings	3
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	3
Space, comfort and ease of use	3
	68%
<b>Bathrooms and WCs (6 - Common Standards Reference)</b>	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	3
Space, comfort and ease of use	4
	80%
<b>Kitchen (7 - Common Standards Reference)</b>	
Decoration	3
Flooring	5
Furniture, fixtures and fittings	4
Lighting, heating and ventilation	4
Electrical and gas equipment	3
Crockery, cutlery and glassware	3
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	75%
	<b>72%</b>

## Key Scores and Sectional Consistencies

### Overall

72% = 3 star; high (60% to 74%)

### Cleanliness

80% = 4 star; safe (75% to 89%)

### Public Areas

68% = 3 star; safe (60% to 74%)

### Bedrooms

68% = 3 star; safe (60% to 74%)

### Bathrooms

80% = 4 star; safe (75% to 86%)

### Kitchen

75% = 4 star; low (75% to 86%)

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 awarded will be no higher than the rating achieved in the Overall assessment.

3 Key Area Scores:

All Key Area sections must achieve or exceed the Star rating awarded.

4 The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level. Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level. Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

### **Overall - High 3★**

A thoughtfully converted barn property, offering comfortable and spacious accommodation for up to eight guests, with the additional benefit of mobility facilities, including a wet room with sit-down shower and hand rails. There is level parking with a ramp up to the bungalow and there is also ample parking for further vehicles. Pets are also welcome. The property is located in a tranquil, rural location on a 30 acre working farm in the High Weald Area of Outstanding Natural Beauty. The farm has some animals such as horses, sheep, pigs, chickens and ducks, plus a stream with weir and ponds which guests have full access to.

As can be seen from the quality scores summary, The Games Barn currently sits very well within the Three Star rating with an overall 72%. Mrs Farbrother is thanked for her time at this visit and wished continued success for the future. It is hoped that this visit and report are of help and assistance.

### **Website Feedback**

The property is advertised on the Holiday Lettings website, with an independent site under construction. The information provided is an accurate representation of the accommodation and facilities on offer. The Holiday lettings site is easy to navigate and offers a very good level of information and colour images to inform the booking process. As discussed, when developing the independent site it is good practice to display the Access Statement, or a link to it for downloading. A good selection of colour photographs, full terms and conditions, local information, etc. will enhance the level of information provided for guests. The Visit Britain rating logo could be included.

### **Cleanliness - Safe 4★**

A very good standard of cleanliness and housekeeping was noted throughout the property, with dust free surfaces and attention to high and low level areas, clean floors and bathroom and kitchen surfaces all very well presented, for which the proprietors are to be commended.

### **Public Areas - Safe 3★**

Neutral toned decor in the living room continues to present well, with framed artwork, ornamentations and personal touches to enhance. Tiled flooring is of a very good standard and ideal to assist with cleaning, a rug providing warmth and comfort underfoot. Sofas and easy chair are of a good standard and appear comfortable; as discussed consideration could be given to upgrading in the future. Dimplex wall heaters supply controllable heating, a wood burning stove in place for added warmth in colder periods. Ample natural light is enhanced with artificial illumination of a good intensity, lamps providing lighting for tasks and ambience.

Guests benefit from a television with digi-box for freeview channels, DVD player, video and hi-fi system. A very good selection of books, videos, cd's, games and toys, etc. are supplied for guest enjoyment. The information folder is very well presented and ample tourist information is provided.

In addition, guests have access to a decked area with seating overlooking the farm ground and splendid views of the open countryside beyond.

### **Bedrooms - Safe 3★**

Emulsion decor presents with a fresh, clean appearance. Tiled flooring is of a very good presentation, rugs offering comfort underfoot. Furniture is of a good standard, hanging rails and wooden drawers providing sufficient hanging and storage space for guest belongings. Windows are well dressed with lined curtains, providing a good degree of light exclusion. Dimplex heaters are provided for a comfortable ambience and artificial lighting is well placed and of a suitable intensity.

Beds present well, some new ones in place this year and mattresses upgraded in some of the rooms. Frames are sturdy and headboards on the double beds are secure and clean. As discussed, there will be a requirement for headboard provision on all beds introduced soon. All the mattresses are well protected and firm to the touch, appearing to offer very good levels of comfort and support to aid a restful night's sleep. Linens are of a good quality, freshly laundered and crisply presented. The rooms are all well planned to offer a good ease of use for guests.

### **Bathrooms - Safe 4★**

Two bathrooms are provided, one of which is fully converted for disabled access, with appropriate grab rails and seat, etc. Tiled decor is very well maintained and the tiled wet-room floors are of an excellent standard. The disabled room offers an electric shower and the second bathroom both a shower and a bath. Lighting is of a suitable intensity, wall mounted fan heaters provide warmth when required and ventilation appears effective. Towels are of a good standard, well laundered and absorbent. Both rooms offer a very good spatial aspect with ample room for freedom of movement and good set down space for guest items.

## **Kitchen - Low 4★**

Emulsion decor is in good order, although will benefit from refreshing next year as planned. The tiled splashback to the working area presents well, good for maintaining cleanliness in this area. Tile flooring is ideal in an area prone to spillage. A range of fitted base, wall and drawer units are of a very good quality, providing ample storage space for kitchen equipment and guest provisions. Worksurface is of a very good appearance, with very good space for food preparation tasks. A large wooden table and chairs are provided in the adjacent dining room area, comfortably accommodating guests and the necessary dining accoutrements.

Electrical equipment is of a good standard including a fridge and freezer, dishwasher, washing machine and built in oven and hob. Ample natural light is provided and artificial illumination is effective. Over-hob extraction assists with removal of cooking odours and excess steam. Matching sets of crockery, cutlery and glassware are provided in suitable quantities for the guests accommodated; cookware and accessories are also of a good standard with stainless steel pots and pans very well maintained. The open plan kitchen and dining area is well planned to provide a very comfortable space and ease of use for guests.

## **Highlights**

The property appears to be well managed and maintained by the proprietors. Guests benefit from a personal welcome and induction to the property, a welcome pack of beverage items, milk, eggs, bread, butter and jam provided.

The property is set on a working farm with cows, pigs, sheep, horses, etc. and this peaceful, rural environment with splendid views is sure to be a highlight for many guests.

A great deal of thought has gone into providing accommodation suitable for people with limited mobility and it is understood that these facilities are well used by guests, a high proportion of bookings including guests requiring wheelchair access.

## **Potential for Improvement**

The property sits very well within the Three Star banding, with some areas achieving scores consistent with a higher rating. As discussed, to achieve a higher award, attention should be given to each of those areas where a score of 3 is currently being achieved and upgrade made where possible. A minimum score of 75% is needed in each area to achieve a Four Star rating.

Redecoration to a high standard will enhance throughout. Consideration could be given to upgrading the furniture in the living area, including the television if thought appropriate. Bedding could be upgraded to offer both feather and down and hypoallergenic items and the quality of the linens could be enhanced. Furniture and fittings could be upgraded, however the hanging rails do assist with the spatial aspect and wardrobes may not be suitable. All the fittings are assessed including curtains, poles, light fittings, lamps, etc. New lined curtains and blackout blinds could be considered to enhance the comfort aspect.

In the kitchen, the upgrade to the crockery in place this year could be continued, ensuring ample glassware provision with matching sets for all occasions, upgrading some of the kitchenware and so on.

## **Walkers Welcome**

Experienced owners ensure that the essential requirements of the scheme are in place, one or two outstanding items to be addressed shortly.

## **Cyclists Welcome**

Experienced owners have ensured that the main requirements of the scheme are in place, one or two outstanding items to be addressed shortly.

## Minimum Entry Requirements

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**Unit:** The Games Barn  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Three Star  
**Specialities:** Cyclists Welcome, Walkers Welcome

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.

### Walkers Welcome

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Nearest bank/cashpoint/post office	As discussed, please ensure this information is provided in the information book.
Country side code	Please ensure copies are available

### Cyclists Welcome

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Nearest bank/cashpoint/post office  
Local rescue services details  
Country side code

#### *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](mailto:qualityintourism@uk.g4s.com) or telephone 0845 300 6996. Details can also be found at [www.qualityintourism.com](http://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.*