

## Old Pear Tree Barn

Old Pear Tree Barn, Cubert, NEWQUAY, Cornwall, TR8 5PY, England

### Premier Cottages

## Summary

STAR RATING



*Gold Award*

DESIGNATOR

Self-Catering

QUALITY SCORE

97%

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VISIT DATE

18 December 2021

VISIT TYPE

Day Assessment

CONTACT

Mrs Susan Hancock Owner

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Old Pear Tree Barn retains the very well deserved Five Star Self Catering rating. The Gold Award also easily held on this visit.

Overall scoring achieves 97%.

A delightful property enjoying a peaceful location with far reaching views across the countryside. The Debrief with owner, Sue Hancock.

# 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%

Old Pear Tree Barn

97%

5 Star

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>15</b>	<b>100%</b>	
Appearance of Buildings/Kerb Appeal	5		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>15</b>	<b>100%</b>	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
<b>Public Areas</b>	<b>24</b>	<b>96%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>33</b>	<b>94%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
<b>Bathrooms</b>	<b>24</b>	<b>96%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>39</b>	<b>97%</b>	<b>5 Star</b>
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 exterior is beautifully maintained with ample parking, spacious lawn area and sheltered patio for guests to enjoy. New garden furniture will be added in due course.

## Cleanliness

Housekeeping standards were excellent throughout the property- a credit to Sue. The dining and living areas were spotlessly clean with surfaces free from dust and notable attention paid to high and low levels. Bathroom sanitary ware and fittings were exceptionally clean, mirrors and chrome fittings well polished. Hard floors were thoroughly cleaned. Kitchen units, equipment and appliances all sparkling. The bedrooms spotlessly clean, surfaces well polished and attention to dusting at high and low levels.

Enhanced cleaning and measures to ensure COvid safety are still in place with plans to continue this through next season.

## Management & Efficiency

Owners manage all marketing and bookings, utilising a wide variety of online platforms including the very informative dedicated website and also Premier Cottages.

A very well managed property with owners living next door and able to assist with any guest queries.

Owners personally clean and manage all the day to day aspects of the property- an excellent level of care and attention is noted throughout the cottage.

Guests enjoy an outstanding welcome hamper filled with local produce and seasonal treats. A very thoughtful dog welcome pack also added when guests bring along their furry family members.

## Public Areas

Lounge and dining space both beautifully presented with excellent quality oak flooring, immaculate paint finishes, comfortable easy seating and thoughtfully selected soft furnishings. Artwork, prints and features are carefully coordinated. A new lounge television added for this year.

## Bedrooms

Both bedrooms also kept in pristine condition with beautifully presented oak flooring, neat paint finishes and superb quality pocket sprung mattresses. Bedding and linen all top quality with no wear or marking. Furniture pieces sturdy and thoughtfully selected for the layout.

## Bathrooms

The bathrooms feature superb quality floor and wall tiling- sealant and grouting is mark free in all areas.

Sanitary ware, fixtures and fittings all excellent in quality and condition.

Lighting levels thoughtfully placed and easily controlled. Underfloor heating adds comfort to the rooms and additional heated towel rails provided.

## Kitchen

Very well equipped kitchen with neat paint finishes, practical full size splashback, granite worktops and slate flooring. Appliances all smart and well maintained. The inventory is very well supplied with a wide variety of utensils, cookware and handy items.

## Units Seen

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

## Website Feedback

Property listing viewed: <https://www.oldpeartreebarn.co.uk/>

An outstanding website which is very detailed and gives guests plentiful information. The website offers a true and accurate description of the property with clear property images included. Policies, floor plans and detailed property descriptions provided. New walk through videos have been added for this year. Coronavirus guidance is clearly displayed and updated as the situation changes. The correct VisitEngland star rating logos displayed. A professional and easily negotiated website.

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## Potential for Improvement

A very well maintained and presented property with no issues noted. Owners plan to redecorate as required in January.

## Highlights

Peaceful countryside location.  
Excellent cleaning standards.  
Generous welcome hamper.  
Beautifully presented interior.  
Patio and garden space for guests to enjoy.  
Dog friendly.

# 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** Old Pear Tree Barn

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**Standard** Self-Catering

**Designator** Cottage

**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)

These have not been awarded or assessed.

## Useful Numbers

### Customer Support

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

01256 338350

VisitEnglandAssessmentServices@aamediagroup.co.uk

### Assessment Services Accounts

All financial and payment enquiries

01733 207324

VECreditControl@aamediagroup.co.uk

## Useful Links

### Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs. [Need help? Check out our frequently asked questions](#)

[www.ratedtrips.com/update](http://www.ratedtrips.com/update)

### Business Support

Advice and support for your business

[www.ratedtrips.com/business-su](http://www.ratedtrips.com/business-su)

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Just 5% commission on RatedTrips.com bookings

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# 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.