

Ribby Hall Village

Ribby Road, Wrea Green, PRESTON, Lancashire, PR4 2PR, England

Summary

STAR RATING



DESIGNATOR

Holiday Village

QUALITY SCORE

93%

VISIT DATE

15 November 2019

VISIT TYPE

Overnight Assessment

CONTACT

Mrs Charlotte Gili-ROSS Brand & Communications Manager

Ribby Hall Village retains the Five Star Holiday Village grading following this year's overnight assessment.

The village continues to be well maintained and, since the previous assessment, a new eatery Terrazza has been created (replacing The Tapas Bar & Restaurant). This also boasts of the first female head chef: Nichola Harrison, who has been promoted from the business & banqueting brigade.

Accommodation - the number of dog friendly cottages has been increased to 17, a new 'bark' park for dogs has been created near to the Breamwood area, a new large family-sized property is now available to rent (The Farmhouse), The Coach House has a new thatched roof and maintenance continues for all of the properties.

Family Holiday Activities - the new daytime activities (which were introduced in 2018) have proved to be very successful and this has continued through this current year. Additional activities and entertainment is being mooted for 2020.

The 130 acre grounds - wood chippings within the playground areas continue to be maintained, the trim trail within the woodland area has been made more accessible and is now used for additional sporting activities, road markings have been improved and this will continue, the Reeds Bay development has commenced which will have holiday homes for sale.

Health Club - activities here are now bookable on-line, swim school has fitness classes for children, Amazon Prime football games can be viewed in Harrison's Bar, the squash court floors are being replaced in the near future and the Health Club has been nominated for the Health Club of the Year and Customer service Award for National Fitness Awards 2019.

The Spar Shop - a new Tango Ice Blast machine has been installed, a new range of sandwiches, wraps and Flatbreads has been introduced including Fazilas (a true blend of Asian spices and all Halal, a wider range of toys and gifts and new Ribby characters merchandise (Cyril, Dizzy and Wiz toys and squishies).

Plans for 2020 include: new staff uniforms & name badges in Q1, a new family adventure golf course will be built on the bowling green to the side of the Terrazza restaurant terrace and water sports facilities will be considered and decided upon for the 5 acre lake within the new Reeds bay development.

The owners are to be commended on the continual investment being made and also on celebrating the 25th Anniversary this year!

Debrief carried out via the telephone with Charlotte Gili-Ross, Brand & Communications Manager following the assessment.

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
40% - 48%	49% - 60%	61% - 72%	73% - 84%	85%-100%

The marking system for the assessment of Holiday Villages places greater emphasis on the essential element of cleanliness, which has been highlighted in consumer research as central to the enjoyment of the stay/visit. Each aspect of the facilities and accommodation will be assessed on a 1 - 5 basis as follows:

- 1 = Acceptable
- 2 = Quite Good
- 3 = Good
- 4 = Very Good
- 5 = Excellent

Failure to achieve a minimum score of 1 in any area will preclude the operation from receiving a rating.

	SCORE	PERCENTAGE	RATING
Reception & Reception Services	30	100%	
Cleanliness	5		
Interior Layout/Size	5		
Décor & Maintenance	5		
Welcome Service & Efficiency	5		
Hospitality & Friendliness	5		
Brochure Content/Accuracy	5		
Shops/Salon	19	95%	
Cleanliness	5		
Interior Layout/Size	5		
Décor & Maintenance	5		
Fittings & Flooring	4		
Entertainment Rooms	29	96%	
Cleanliness	5		
Interior Layout/Size	5		
Décor & Maintenance	5		
Fittings/Furniture/Flooring	5		
Service & Efficiency	4		
Hospitality & Friendliness	5		
Licensed Areas	28	93%	
Cleanliness	5		
Interior Layout/Size	5		
Décor & Maintenance	5		
Fittings/Furniture/Flooring	5		
Service & Efficiency	4		
Hospitality & Friendliness	4		
Restaurants & Food Outlets	37	92%	
Cleanliness	5		
Interior Layout/Size	5		
Décor & Maintenance	5		
Fittings/Furniture/Flooring	4		
Range of Food	5		
Service & Efficiency	4		
Hospitality & Friendliness	5		
Food Quality	4		
Sporting Facilities	19	95%	
Cleanliness	5		
Layout	5		
Quality & Maintenance of Buildings/Compounds	4		
Quality & Maintenance of Equipment	5		
Recreation Facilities	17	85%	
Cleanliness	5		
Layout	4		
Quality & Maintenance of Buildings/Compounds	4		
Quality & Maintenance of Equipment	4		
Centre Facilities	32	91%	
Range & Quality of Lighting	5		
Range & Quality of Signage	5		
Quality of Fire Points	4		
Refuse Disposal Facilities	5		
Road Surfaces	4		
Range & Display of Tourist Information	5		
Laundrette Facilities	4		

Atmosphere & Ambience	29	96%
Cleanliness of the Centre	5	
Landscaping	5	
Layout of the Centre	5	
Grounds Maintenance	5	
Building Style/Exterior Maintenance	4	
Carparking	5	
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Accommodation	106	92%
Overall Space/Comfort/Ease of Use	4	
Bedroom Decoration	4	
Bedroom Lighting/Heating	5	
Bedroom Furniture/Furnishings/Fittings	4	
Bedroom Flooring	5	
Bedroom Cleanliness	5	
Bedroom Beds/Bedding	5	
Bathroom Decoration	4	
Bathroom Lighting/Heating	5	
Bathroom Fixtures/Fittings	4	
Bathroom Flooring	5	
Bathroom Cleanliness	5	
Public Areas Decoration	4	
Public Areas Lighting/Heating	4	
Public Areas Furniture/Furnishings/Fittings	5	
Public Areas Flooring	5	
Public Areas Cleanliness	5	
Kitchen Decoration	5	
Kitchen Lighting/Heating	5	
Kitchen Fixtures/Furniture/Fittings	4	
Kitchen Flooring	5	
Kitchen Cleanliness	5	
Kitchen Crockery/Cutlery/Glassware	4	
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Reception & Reception Services

The village is very clearly signed from the road and the reception easy to find via the various signs and also on the building itself. Great to see the VisitEngland star rating signage proudly displayed here! There is some short-term parking available for guests use whilst checking in or out otherwise there is a good-sized car park a short walk away.

On arrival at 12.35 pm, I was greeted by Chris with a very friendly and professional manner. He checked my details and provided me with a map (highlighting the location of my accommodation), gave me our identification cards and the one to display in the car itself.

All staff were smartly attired and the festive decorations greatly added to the ambience.

NB not mentioned at the debrief but I did note that the matting at the entrance to Reception is quite worn (on the side as you approach from the village).

Shops/Salon

The Spar was tidy and well stocked with items being clearly priced.

Licensed Areas

The Lounge Bar (Bar & Grill) was visited at 6 pm Monday evening. The bar offers a comfortable atmosphere and decoration remains neatly presented in general. As mentioned, a little damp to the ceiling at the pool table end. A range of seating and occasional tables all in sound condition. The bar area is also very well presented, effective lighting used to highlight products and displays. Pool tables and televisions provided for guest entertainment. Toilets also checked and remain well presented. I was served by Matthew who was very friendly. Although he didn't know the range of gins offered by heart, he did give me a gin menu for my perusal. I ordered a gin & tonic which was served with the appropriate accompaniments and a receipt provided on my request.

Harrison's Bar visited at 10.15 pm that evening. Very good to see how busy it was on this occasion! A rose wine ordered after I had asked what colour it was (as in the depth of 'pink!'). Payment taken and a receipt provided with Hannah's name on it.

Restaurants & Food Outlets

Ordered a take away pizza from Pappa Johns (2 pm). Served by a helpful girl (no badge but Natalie on the till receipt). Took the order and offered anything else? We ordered a small cheese and tomato pizza with extra orders of black olives and pepperoni. We checked how long it would be, paid and a receipt provided. Went back to collect it after the appropriate time had elapsed.

Visited Starbucks whilst we waited for the pizza. Ordered a toffee nut latte and a chocolate chunk shortbread. The girl who served us was very pleasant (again no badge but the receipt had Megan R on it). Served us, offered anything else? Receipt provided on request.

We took dinner in Terrazzo at 8.30 pm. I popped in earlier to reserve a table and was served by a very polite and friendly lady (no badge). We were welcomed by a male member of the team at 8.30 pm who showed us to our table. Gave us menus but not the boards with 'catch of the day' on. A girl took our drinks order and brought them to the table. She also offered us a jug of tap water for the table which is very good. Took our order and offered anything else? I ordered Bruschetta Pomod, Seabass followed by tiramisu. Food was very good, served hot and well presented. Check backs were made during each course. Payment made and a receipt requested and produced.

The Tea Room was visited for breakfast at 11.10 am. It was very busy and there were several tables which needed clearing. Polite service (again no badge) by a young lady. Took our order and we had a few minutes wait. A young man brought our food to the table but we had no cutlery at that point. He offered sauces and went to bring us some cutlery. I had Eggs Florentine and a cafe mocha. Food very good and well presented, mocha was quite cool but I hadn't asked for it to be well steamed.

As mentioned, could consider having fresh water in a container on the counter for guests to be able to help themselves to or to fill up their bottles thereby reducing the use of plastic.

Sporting Facilities

Tennis Courts - 2 & 3 in very good order and good to see in use at this time of the year. Nets were tidy and fencing all in good repair. Clear signage.

Badminton and squash courts - very good areas which continue to be well maintained.

Crown Green Bowling - good playing surface noted and tidy surrounds considering the time of year.

9-hole golf course - located on the Island and in good general repair. A little root damage to the tarmac path near to the entrance, some branches have grown over the path near to hole 9, home no. 6 (sign) is ready for refreshment (quite faded) and the archery sign is quite weathered.

Recreation Facilities

Trim Trail - I walked the full length of this in the morning. Good to see several guests, dog walkers and cyclists also using it. Pathways have been well maintained and good to see the clear signage by the different pieces of equipment.

Games Arcade - flooring and machines appearing in very good sound repair.

Junior and Toddler Play Areas - well fenced and equipment in very good order. Very good floor covering. Very busy when visited!

Segway was closed on this occasion but the building looks in good repair with working lights.

Family Fun Pool - good to see staff in place and looking attentive with some lessons also being given.

Adult Swimming - visited at 8.35 am on Saturday. Pool being well maintained. Lighting is very good and adds to the ambience. Jacuzzi and steam room also used. All in very good repair although I noted several feature lights in the steam room floor weren't working.

Changing rooms - tidy and well equipped. I also used the family changing rooms. My pound got stuck in the locker but I managed to use another one to get it out.

Centre Facilities

Low level and period style street lighting to roads and pathways offers effective illumination.

Signage around the village is smart in appearance, very informative and corporate.

Fire points in very good order and are well distributed.

Refuse bins well screened and sited.

Road surfaces overall in very good order. Good to hear that the refreshment of demarcation is in progress.

Very good display of tourist information in reception and in cottages themselves.

Launderette is clean and well maintained, plenty of space to move around the facility. Tidy decor and hard flooring.

Atmosphere & Ambience

Excellent standards of cleanliness observed throughout the village which is very much to be commended, no evidence of litter observed.

Landscaping overall is very good with green areas well tended and attention to ensuring the edges of green areas meeting walk ways kept neat is obvious.

Natural areas are very well maintained and the layout of the village is well planned.

Buildings vary in style but in very good order, the painting of some of the cottages in pastel colours adds to the overall appearance.

Car parking well catered for with individual parking bays at the accommodation and car park at entrance provided for visitors.

Accommodation

Accommodation varies in style but all viewed are to a very high standard and spotlessly clean.

It was very pleasing to be able to see The Farmhouse which is the latest property to be let. As mentioned, all is well here but please ensure that blind cords have restrainers to them (missing here in the bunk room). 112 Salmons Leap has some wear to the microwave which will need replacing. Also, please check that there is a carbon monoxide detector here as I was unable to locate one.

Open plan lounges have been well furnished and have comfortable easy seating with effective lighting and heating.

Bedrooms present well with co-ordinated soft furnishings, carpeting being well fitted and wearing well and supportive mattresses. Duvets and pillows of a very good weight and thickness. Suitable illumination and warmth.

Bathrooms are well tiled with sanitary ware all to a high standard. Towels of good size and thickness are well laundered, provided free to all guests. Small range of toiletries provided.

Kitchens generally all in very good order with ample working space and storage provided. Crockery is well matched and cutlery of a very good weight observed.

Accommodation Seen

We occupied 174 Breamwood and I viewed a range of accommodation including: The Coach House, The Farmhouse, 112, Salmons Leap and Pine Lodge 2.

Website Feedback

Website viewed: www.ribbyhall.co.uk

The website is very professional in its appearance and easy to navigate.

All of the relevant information regarding accommodation offered, facilities, tariffs and activities is easily found. Good to see that the 25th Anniversary this year is highlighted.

On-line booking is available and guests can also book tables at several of the eateries.

Please note that you should be updating your Access Statements to Accessibility Guides now and further information on Accessibility Guides can be found here:
<https://www.visitbritain.org/writing-accessibility-guide>

Great to see the correct VisitEngland Five Star Holiday Village grading being displayed.

The website reacts well to being viewed on mobile devices.

Great to see approximately 1600 reviews on Trip Advisor with the majority of them being very positive.

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 Ribby Hall Village

Standard Holiday Village

Designator Holiday Village

Rating 5 Star

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.



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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.