

NEWS RELEASE

October 2008

Under embargo until 29 October 2008

Final line-up announced for the prestigious Tourism ExSEllence Awards

The final results of the Tourism ExSEllence Awards covering the whole of the South East were announced last night at a Gala Event. Winners, Runners Up and Highly Commended organisations from the 16 shortlisted businesses in Hampshire and the Isle of Wight across 15 categories can now be revealed.

The winners are **The Nurse's Cottage Restaurant with Rooms** (Access for All category), **Hotel Terravina, Woodlands in the New Forest** (Small Hotel), the **Royal Marines Museum, Southsea** (Small Visitor Attraction) and **Festival Place shopping centre in Basingstoke** (Sustainable Tourism).

There was significant success across Hampshire and the Isle of Wight with Runners Up and Highly Commended Awards going to 12 organisations. These included **The Cottage Lodge in Brockenhurst** (Runner Up in the B&B/Guest House category), **Norton Park Hotel, Winchester** (Runner Up in the Business Tourism category), **Tour Hampshire, based in Southampton** (Highly Commended, Outstanding Customer Service), **Portsmouth Visitor Information Service** (Runner Up in the Tourist Information Centre category), **Hampshire County Council** (Runner Up, Tourism Website) **The Leconfield, Ventnor, Isle of Wight** (Runner Up, B&B/Guesthouse) and **the Enchanted Cottage, St Catherine's Point, Isle of Wight** (Highly Commended, B&B/Guesthouse) [see Note to Editors for full list](#)

With a total of 15 Award categories, including 'Sports Tourism', 'Best Tourism Experience' and 'Business Tourism', the Tourism ExSEllence Awards are the premier awards for the tourism

industry in the South East, managed by Tourism South East. They cover all kinds of tourism organisations, from small Bed & Breakfast businesses to large exclusive hotels and visitor experiences. Winners in this region will go on to compete in the national Enjoy England Awards for Excellence in 2009.

Judges are looking for excellence, quality and innovation covering all aspects of the business, from Customer Service, Sales & Marketing, to Training & Development for staff. Judge of the Small Hotel Category Peter Birnie (former Chief Inspector for the AA) described the winner, **the Hotel Terravina** as ‘an outstanding new product developed from a tired country house hotel.’ He particularly drew attention to the bedrooms, bathrooms and public areas, which he felt were ‘of high quality, very stylish and with great attention paid to detail.’

Judges of the Small Visitor Attraction category Ian Scott and Fred Cabbage said of the Winner, the **Royal Marines Museum** that there was ‘Evidence of significant new investment to bring the exhibition up to date, with some innovative visual and interactive techniques.’ They were particularly impressed by the ‘Very good customer care and high standards of maintenance’ as well as the ‘Good activities programme to attract young visitors’.

The Nurse’s Cottage Restaurant and Rooms was the clear winner in the Access for All Category and judge Brian Seaman was particularly taken with ‘the continuing commitment to the provision of access for older and disabled people at the property, not only in terms of facilities for ambulant wheelchair users but also for those with a visual impairment or hearing loss.’ He described some of the facilities such as the hearing loops, Big Button telephones, door beacon signallers and shake awake alarm clocks as ‘really unusual and ground breaking.’

Festival Place Shopping Centre in Basingstoke impressed the judges of the Sustainable Tourism category Rebecca Hawkins and James Little, who awarded it first place, not only on the basis of its ‘...clear commitment to sustainability’ but also for ‘the enthusiasm of the team’ and ‘the outreach programme which successfully engages other storeholders, school children etc in the sustainability agenda.’ The judge drew particular attention to the way in which the team made sure sustainability was a priority, from the penguin recycling bins that communicate with children, competitions for storeholders, space for local food traders to host a “farmers market”, through to dedicated information for shoppers on environmental issues.

Robert Collier, chief executive of Tourism South East, comments on this year’s successes, “It’s a delight to see such a high standard of entry – it gets better every year. We look forward to

seeing more success as the winners go forward to the national Enjoy England Awards for Excellence in 2009.

More information about this year's Tourism ExSEllence Awards can be found at

www.getdiscovered2008.co.uk.

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Note to Editors:

Quotes from the judges and images of each Award recipient are available by contacting the above

Full final line-up for the Tourism ExSEllence Awards in Hampshire and the Isle of Wight are as follows (full list across the South East available on request):

Winners

The Nurse's Cottage Restaurant and Rooms, Sway, Access for All
Hotel Terravina, Woodlands, New Forest, Small Hotel
Royal Marines Museum, Southsea, Small Visitor Attraction
Festival Place Shopping Centre, Basingstoke, Sustainable Tourism

Runners Up

Cottage Lodge, Brockenhurst, B&B/Guesthouse
Careys Manor and Senspa, Brockenhurst, Sustainable Tourism
Norton Park Hotel, Winchester, Business Tourism
South Winchester Lodges, Self Catering
Portsmouth Visitor Information Service, Tourist Information Centre
Hampshire County Council, Tourism Website
Isle of Wight Luxury Appartments, Ventnor, Isle of Wight, Self Catering
The Enchanted Cottage, St Catherine's Point, Isle of Wight, B&B/Guesthouse
The Leonfield, Ventnor, Isle of Wight, B&B/Guesthouse

Highly Commended

New Park Manor Hotel and Spa, Brockenhurst, Small Hotel
Tour Hampshire, Outstanding Customer Service
The Brookfield Hotel, Emsworth, Large Hotel

Put in location order:

New Forest:

The Nurse's Cottage Restaurant and Rooms, Sway, Access for All
Hotel Terravina, Woodlands, New Forest, Small Hotel
New Park Manor Hotel and Spa, Brockenhurst, Small Hotel
Cottage Lodge, Brockenhurst, B&B/Guesthouse
Careys Manor and Senspa, Brockenhurst, Sustainable Tourism

Portsmouth:

The Brookfield Hotel, Emsworth, Large Hotel
Portsmouth Visitor Information Service, Tourist Information Centre
Royal Marines Museum, Southsea, Small Visitor Attraction

Basingstoke:

Festival Place Shopping Centre, Basingstoke, Sustainable Tourism

Winchester:

Norton Park Hotel, Winchester, Business Tourism
South Winchester Lodges, Self Catering
Hampshire County Council, Tourism Website

Isle of Wight:

Isle of Wight Luxury Apartments, Ventnor, Isle of Wight, Self Catering
The Enchanted Cottage, St Catherine's Point, Isle of Wight, B&B/Guesthouse
The Leconfield, Ventnor, Isle of Wight, B&B/Guesthouse

Southampton:

Tour Hampshire, Outstanding Customer Service

Hampshire:

Hampshire County Council, Tourism Website

Sponsors of the Tourism ExSEllence 2008 Awards include:

Customer Maze – further information from www.customermaze.com

Enjoy England www.enjoyengland.com

Pure Brand Media www.purebrandmedia.com

South East Food Group www.sefgp.co.uk

Sport England www.sportengland.com

Take One www.takeonemedia.com

The Visitor Network www.thevisitornetwork.com

Tourism for All www.tourismforall.org.uk