

EXCELLENCE AWARDS 2009/2010 WINNERS AND FINALISTS REVEALED

26 October 2009

The winners and finalists have been revealed for the South West Tourism Excellence Awards 2009/2010, in association with E-Strategy and South West Water.

The awards celebrate the 'best in the South West' and aim to promote and reward the leading businesses and individuals in the tourism industry.

The awards night is the highlight of the tourism calendar, however winners will have to wait until the actual awards event on the 23 November at Saunton Sands Hotel, Devon to find out whether they have won a Gold or Silver award. Guest speaker and presenter at this year's event will be Gill Williams, Travel Editor of the Sunday Mirror, who will be adding her own anecdotes and comment on the region's winners.

These awards have proven their worth in presenting an opportunity to businesses to showcase their quality not just to the media and customers, but to build morale amongst staff and gain recognition throughout the community. Entrants need to demonstrate outstanding levels of customer service, plus exemplary facilities, along with a commitment to sustainability, recycling and the environment and being accessible to all.

The regional GOLD winners will be put forward for VisitEngland's, National Enjoy England Awards for Excellence 2010, where a staggering seven South West businesses

received nationwide recognition in April 2009, making the South West the overall winning region.

Eddie Bent, Managing Director of E-Strategy said:

"We have a great variety of winners this year and received a very high standard of entries all round which made the judging process even harder. I would like to congratulate the winners and finalists who are the exemplars in their field and deserve this regional recognition."

Chris Loughlin, Chief Executive of South West Water, said:

"Many congratulations to all this year's winners proving again why the South West is Britain's favourite holiday region. We were very impressed to see the standard of entries for the eco-tourism award in particular and businesses of all sizes demonstrating that tourism can be green, sustainable and profitable."

Alistair Handyside, Chairman of South West Tourism, said:

"Congratulations to the winners and finalists. Winning at the regional awards is a great achievement for any business especially more so in these economic times. These businesses have shown that customer care, staff training and continued investment have not faltered but have grown and they are committed to exceeding visitor expectations."

If the media would like any additional information please contact Liz Dale at South West Tourism on 01392 353 218, email: ldale@swtourism.org.uk or Andrew Morgan on 01392 353217, email: amorgan@swtourism.co.uk

ENDS

(Listing is in Random Order, Gold & Silver Winners will be announced on 23 November)

Small Visitor Attraction of the Year

Sponsored by Take One Media

www.takeonemedia.co.uk

Winners

- Oakham Treasures, Bristol – www.oakhamtreasures.co.uk
- Totnes Rare Breeds Farm, Totnes, Devon – www.totnesrarebreeds.co.uk
- Escot, Ottery St Mary, Devon – www.escot-devon.co.uk

Other Finalists

- Penlee House, Gallery & Museum, Penzance, Cornwall – www.penleehouse.org.uk
- HorseWorld, Bristol – www.horseworld.org.uk

Bed & Breakfast of the Year

Sponsored by Eviivo

www.eviivo.com

Winners

- Lavender House, Bath - www.lavenderhouse-bath.com
- The Salty Monk, Sidmouth, Devon - www.saltymonk.co.uk
- Coswarth House, Padstow, Cornwall - www.coswarthhouse.com
- Woodlands Country House, Padstow, Cornwall - www.woodlands-padstow.co.uk

Other Finalists

- Butlers, Cheltenham, Glos - www.butlers-hotel.co.uk
- Brooks Guesthouse, Bath - www.brooksguesthouse.com

Tourism Event of the Year

Sponsored by Bristol International Airport

www.bristolairport.co.uk

Winners

- Polo on the Beach, Watergate Bay, Cornwall – www.watergatebay.co.uk/polo
- Tall Ships 2009, Gloucester, Glos – www.marketinggloucester.co.uk
- Salisbury International Arts Festival, Wilts – www.salisburyfestival.co.uk

Other Finalists

- Occombe Beer Festival, Occombe Farm, Paignton, Devon – www.occombe.org.uk

Large Hotel of the Year
Sponsored by Hotel Perfect
www.hotelperfect.co.uk

Winners

- Bristol Marriott Royal , Bristol – www.marriotthotels.com
- Thurlestone Hotel, Devon - www.thurlestone.co.uk
- St Michael's Hotel & Spa, Falmouth, Cornwall – www.stmichaelshotel.co.uk

Other Finalists

- The Grand Hotel, Torquay, Devon - www.grandtorquay.co.uk
- Budock Vean Hotel , Falmouth, Cornwall – www.budockvean.co.uk

Tourism Information Service of the Year
Sponsored by Resort Marketing
www.resortmarketing.co.uk

Winners

- Salisbury TIC, Wilts - www.visitsalisbury.com
- Gloucester TIC, Glos - www.visitgloucester.info
- Yeovil TIC, Somerset - www.visitsouthsomerset.com

Other Finalists

- Somerset TIC (on the M5 at Sedgemoor Services), Somerset - www.visitsomerset.co.uk
- Purbeck Information & Heritage Centre, Wareham, Dorset - www.visitswanageandpurbeck.co.uk

Sustainable Tourism Award
Sponsored by South West Water
www.southwestwater.co.uk

Winners

- Globe Hotel, Topsham, Devon - www.globehotel.com
- Bordeaux Quay, Bristol - www.bordeaux-quay.co.uk
- Mazzard Farm Holiday Cottages, Ottery St Mary, Devon - www.mazzardfarm.com

Other Finalists

- Rosemundy Cottage B&B, Devizes, Wilts - www.rosemundycottage.co.uk
- Carswell Farm Cottages, Holbeton, Plymouth, Devon - www.carswellcottages.com
- Rosehill, Porthtowan, Cornwall - www.rosehilllodges.com

Large Visitor Attraction of the Year

Sponsored by Flagship Consulting - South West

www.flagshipconsulting.co.uk

Winners

- Bristol Zoo Gardens, Bristol - www.livingcoasts.org.uk
- Eden Project, St Austell, Cornwall - www.edenproject.com
- Trebah Gardens, Mawnan Smith, Cornwall - www.trebah-garden.co.uk

Other Finalists

- Pennywell Farm, Buckfastleigh, Devon - www.pennywellfarm.co.uk
- Living Coasts, Torquay, Devon - www.livingcoasts.org.uk

Small Hotel of the Year

Sponsored by Lloyds TSB Commercial

www.lloydstsbbusiness.com

Winners

- Eastbury Hotel, Sherborne, Dorset - www.theeastburyhotel.co.uk
- The Bath Priory Hotel, Bath - www.thebathpriory.co.uk
- Ilsington Country House Hotel, Newton Abbot, Devon - www.ilsington.co.uk

Other Finalists

- Northcote Manor, Umberleigh, Devon - www.northcotemanor.co.uk
- Boskerris Hotel, St Ives, Cornwall – www.boskerrishotel.co.uk

Tourism Experience of the Year

Sponsored by Exeter International Airport

www.exeter-airport.co.uk

Winners

- Longleat House VIP Winter Tour, Warminster, Wilts – www.longleat.co.uk
- Cornwall Classic Car Hire, Bodmin, Cornwall – www.cornwallclassiccarhire.co.uk
- Global Boarders, Marazion, Cornwall – www.globalboarders.com

Other Finalists

- Treasure Trails, across SW – www.treasuretrails.co.uk
- Go Ape, Devon, Glos and Dorset – www.goape.co.uk

Access for All

Sponsored by Business Link

www.businesslink.gov.uk/southwest

Winners

- Atlantis Holiday Apartments, Torquay, Devon - www.atlantistorquay.co.uk
- Double Gate B&B, Wells, Somerset - www.doublegatefarm.co.uk
- Pollaughan Farm, Portscatho, Cornwall - www.pollaughan.co.uk
- Brunel's SS Great Britain, Bristol - www.ssgreatbritain.org

Taste of the South West

Sponsored by Expowest

www.expowestexhibitions.com

Winners

- Darts Farm, Topsham, Devon - www.dartsfarm.co.uk
- The Cove, Maenporth, Cornwall - www.thecovemaenporth.co.uk
- Victoria Inn, Perranuthnoe, Cornwall - www.victoriainn-penzance.co.uk

Other Finalists

- Eastbury Hotel, Sherborne, Dorset - www.theeastburyhotel.co.uk
- Miss Peapod's, Penryn, Cornwall - www.misspeapod.co.uk
- The Salty Monk, Sidmouth, Devon - www.saltymonk.co.uk

Business Tourism Award

Sponsored by Space

www.agencyspace.co.uk

Winners

- Riviera International Conference Centre, Torquay, Devon - www.conferencetorquay.co.uk
- Event Exeter, Exeter, Devon – www.exeter.ac.uk/eventexeter
- Brunel's SS Great Britain, Bristol - www.ssgreatbritain.org

Holiday Park of the Year

Sponsored by Perrys Montpelier Chartered Accountants

www.montpelierchartered.com

Winners

- Woodovis Park, Tavistock, Devon - www.woodovis.com
- Dornafield, Newton Abbot, Devon - www.dornafield.com
- Trethem Mill Touring Park, St Just in Roseland, Cornwall – www.trethem.com

Other Finalists

- Ladram Bay Holiday Park, Budleigh Salterton, Devon - www.ladrambay.co.uk
- Dolbeare Park, Saltash, Cornwall – www.dolbeare.co.uk

Self Catering Holiday of the Year

Sponsored by Pavey Group

www.paveygroup.co.uk

Winners

- The Big House, Wellington, Somerset - www.thebighouseco.com
- Cossington Park, Bridgwater, Somerset – www.cossingtonpark.com
- Boscrowan, Penzance, Cornwall - www.boscrowan.co.uk

Other Finalists

- Mazzard Farm, Ottery St Mary, Devon - www.mazzardfarm.com
- Gwel an Mor, Portreath, Cornwall - www.gwelanmor.com

Outstanding Customer Service

Sponsored by the Met Office

www.metoffice.gov.uk

Winners

- Simon Mansfield, Ashvale Holiday Park, Paignton, Devon - www.beverley-holidays.co.uk/ashvale
- Ben Wookey, The Bristol Packet Company, Bristol - www.bristolpacket.co.uk
- Gary Zammit, Gwel an Mor, Cornwall - www.gwelanmor.com

Winner of Winners

Sponsored by Kitson Hutchings Solicitors

www.khlaw.co.uk

- Winners will be announced on the night

For more information please contact Liz Dale at South West Tourism on 01392 353

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email: amorgan@swtourism.co.uk

Notes to editors:

South West Tourism is the official regional tourist board, working with partners to stimulate and manage the development of tourism in; Bath, Bristol, Bournemouth/Poole, Cornwall and the Isles of Scilly, Devon, Dorset, Somerset, Cotswolds & Forest of Dean and Wiltshire, in line with the regional tourism strategy.

South West Tourism is an independent body for tourism in the region with a board of directors drawn from predominately the private sector and partners, and is funded by the South West RDA and European commission funds.

www.swtourism.org.uk

Based in the South West, E-Strategy is one of the UK's leading Search Engine Optimisation and Internet Marketing agencies, providing a comprehensive range of search engine marketing solutions including search engine optimisation, link building, online pr, PPC management, SEO training and consultancy.

www.e-strategy.net

South West Water supplies water and sewerage services to Devon, Cornwall and parts of Somerset and Dorset. Since 1989, its near £2 billion Clean Sweep investment has transformed the quality of the region's 144 bathing waters and also helped underpin the region's number one industry – tourism.

www.southwestwater.co.uk

The Enjoy England Awards for Excellence celebrate the best of English tourism. Run by VisitEngland in conjunction with England's regions, they promote healthy industry competition and high standards, helping to ensure England's place as a world-class destination.