

## **SOUTH EAST'S TOP TOURISM BUSINESSES WIN GOLD AT REGIONAL AWARDS FOR EXCELLENCE**

Sixteen South East tourism businesses have been awarded the region's highest accolade at the Beautiful South's Awards for Excellence 2011 held today at Denbies Wine Estate, Surrey on 1 December.

The annual Beautiful South Awards are now in their 21<sup>st</sup> year and recognise businesses and destinations across the tourism industry for their exceptional levels of customer service and dedication to raising standards. A high number of entries to the prestigious Awards led to an impressive shortlist with winners announced by hosts Sue Saville, Managing Director, Tourism South East and John Williams, Chairman of Tourism South East. Gold winners from across the region include Chatham Historic Dockyard in Kent, Royal Ascot in Berkshire and Aviator in Hampshire.

'We offer our congratulations to all tonight's winners', said John Williams. 'Our industry's commitment to providing the best possible customer experience and to exceeding customer expectations is outstanding. The Award winners have shown that they are truly the best-in-class and we look forward to seeing them on the national stage at the VisitEngland Awards for Excellence 2012.'

'The current economic climate continues to present many challenges for the tourism industry - however, the standards achieved by our Award winners this year show their determination to provide their visitors and guests with memorable and outstanding experiences,' added John. 'We were particularly delighted to honour two of the South East's real stars – Paulton's Family Theme Park and London Gatwick Airport' - with our own, newly introduced 'Outstanding Achievement Award' for their exceptional contribution to tourism.

ENDS

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**More information about Tourism South East can be found at**

[www.tourismsoutheast.com](http://www.tourismsoutheast.com)

**NOTE TO EDITORS:**

The Beautiful South Awards are run by Tourism South East & Services 4 Tourism. Tourism South East is the leading membership-based tourism organisation for South East England, covering Berkshire, Buckinghamshire, East and West Sussex, Hampshire, the Isle of Wight, Kent, Oxfordshire and Surrey.

The South East is the largest region for tourism in Britain outside of London, worth in excess of £12 billion p.a. to the regional economy (7% of regional GVA) supporting over 300,000 jobs.

**List of Finalists by Category**

**Business Tourism**

**The Solent Hotel and Spa**  
Farnham Castle  
Kent Conference Bureau  
Aviator  
Leith's at Beaulieu

**Gold**  
Silver  
Silver  
Highly Commended  
Highly Commended

**Hampshire**  
Surrey  
Kent  
Hampshire  
Hampshire

**Access For All Tourism**

**The Calf Shed - Bardown Farm Holiday Cottages**  
Abbey Guest House

**Gold**  
Silver

**East Sussex**  
Oxfordshire

**Small Visitor Attraction of the Year**

**Owl and Monkey Haven**  
Brading Roman Villa  
Stansted Park Foundation

**Gold**  
Silver  
Highly Commended

**Isle of Wight**  
Isle of Wight  
Hampshire

**Self-Catering and Serviced Apartments**

**West Marden Farm Accommodation**  
Hill Farm  
South Winchester Lodges  
The Hayloft - represented by Mulberry Cottages

**Gold**  
Silver  
Silver  
Highly Commended

**West Sussex**  
Isle of Wight  
Hampshire  
Kent

**Best Tourism Experience**

**The Livingstone Lodge Port Lympne Wild Animal Park**

Adventure Forest Ltd T/A Go Ape! (Black Park)  
 New Forest Activities Booking Centre  
 Ascot Racecourse Ltd

**Gold**  
 Silver  
 Silver  
 Highly Commended

**Kent**  
 Buckinghamshire  
 Hampshire  
 Berkshire

**Caravan Park**

**Bunn Leisure**

Sandy Balls Holiday Centre

**Gold**  
 Silver

**West Sussex**  
 Hampshire

**Sports Tourism Award**

**Lingfield Park**

Joss Bay Surf School  
 Bike Blenheim Palace  
 Kent cycle hire

**Gold**  
 Highly Commended  
 Silver  
 Silver

**Surrey**  
 Kent  
 Oxfordshire  
 Kent

**Flavour of the South East**

**Aviator**

No. 2 Pound Street  
 The Wiremill (Yummy Pubs Ltd)  
 The Mill at Gordleton  
 Shepherd Neame Visitor Centre

**Gold**  
 Silver  
 Silver  
 Highly Commended  
 Highly Commended

**Hampshire**  
 Buckinghamshire  
 Surrey  
 Hampshire  
 Kent

**Small Hotel / Townhouse of the Year**

**Fallowfields Country House Hotel Restaurant and Farm**

Pelham House  
 Wroxton House Hotel  
 Stanwell House Hotel  
 The Lamb Inn

**Gold**  
 Silver  
 Silver  
 Highly Commended  
 Highly Commended

**Oxfordshire**  
 East Sussex  
 Oxfordshire  
 Hampshire  
 Oxfordshire

**Sustainable Tourism Award**

**Jurys Inn Brighton**

Blenheim Palace  
 The Chestnuts  
 Englewood B&B  
 The Roald Dahl Museum and Story Centre

**Gold**  
 Silver  
 Silver  
 Highly Commended  
 Highly Commended

**East Sussex**  
 Oxfordshire  
 Oxfordshire  
 West Sussex  
 Buckinghamshire

**Outstanding Customer Service**

**Lola Andrews - Mapledurham House**

Beaulieu Front of House Team  
 Lucie Ward - Stanwell House Hotel  
 Melanie Loizou & FM Team - Royal Holloway, University of London  
 The No. 2 Pound Street Team  
 Thanet Visitor Information Centre Team

**Gold**  
 Silver  
 Silver  
 Highly Commended  
 Highly Commended  
 Highly Commended

**Berkshire**  
 Hampshire  
 Hampshire  
 Surrey  
 Buckinghamshire  
 Kent

**Large Visitor Attraction of the Year**

**The Historic Dockyard Chatham**

Blenheim Palace  
Denbies Wine Estate

**Gold**  
Silver  
Highly Commended

**Kent**  
Oxfordshire  
Surrey

**Tourism Event of the Year**

**Royal Ascot**

Beaulieu International Autojumble  
MG Live  
New Forest & Hampshire County Show  
The Hampshire Food Festival July

**Gold**  
Silver  
Silver  
Highly Commended  
Highly Commended

**Berkshire**  
Hampshire  
Oxfordshire  
Hampshire  
Hampshire

**Bed & Breakfast / Guest Accommodation of the Year**

**St Mary's Hall**

Enchanted Manor  
Strand House  
Molland House  
Abbey Guest House

**Gold**  
Silver  
Silver  
Highly Commended  
Highly Commended

**Hampshire**  
Isle of Wight  
East Sussex  
Kent  
Oxfordshire

**Tourist Information Service of the Year**

**Portsmouth Visitor Information Service**

Thanet Visitor Information Centre - Margate, Broadstairs & Ramsgate  
Towncentric, Gravesend Visitor Centre  
Guildford Tourist Information Centre  
Oxford Tourist Information Centre

**Gold**  
Silver  
Silver  
Highly Commended  
Highly Commended

**Hampshire**  
Kent  
Kent  
Surrey  
Oxfordshire

**Large Hotel / Townhouse of the Year**

**Aviator**

Lingfield Park Marriott Hotel & Country Club  
Macdonald Windsor Hotel  
Old Swan & Minster Mill  
Pendley Manor  
Tylney Hall

**Gold**  
Silver  
Silver  
Highly Commended  
Highly Commended  
Highly Commended

**Hampshire**  
Surrey  
Berkshire  
Oxfordshire  
Hertfordshire  
Hampshire

**Outstanding Achievement Award**

**Paultons Family Theme Park**

**London Gatwick Airport**

**Hampshire**  
**West Sussex**