

THE
ALBATROSS
TRAVEL GROUP

VISIT, INSPECT AND GRADE

BASIS FOR ASSESSMENT

- All hotels are personally inspected by a senior member of our product or sales teams.
- This inspection is an annual event in order to ensure that quality standards and gradings are maintained.
- Inspections and grading visits last around 45 – 60 minutes on average.
- Hotels are awarded points on the basis of the facilities that they offer to groups along with the quality and range of these facilities.
- The objective award of points for the availability of key services and facilities is complemented by the opportunity to award points in more subjective areas such as the quality of décor, ambience and general 'feel' of the hotel. The overall points score determines the grade of the hotel from 'AA' to the maximum 'AAAA+'.
- Specific facilities and services are also graded as average, good or excellent in order to allow further differentiation between hotels.
- The grading programme incorporates the following facilities and services, with all related specifically to the needs of coach passengers:
 - Hotel location.
 - Local amenities within easy walking distance
 - General ambience, décor and 'feel' of the hotel and its facilities
 - Access to the hotel's reception
 - Ability to deliver a dedicated express group check-in
 - Availability of lifts and/or ground floor rooms
 - Dining facilities for groups
 - Lounge facilities
 - Bar & entertainment facilities
 - Location of bedrooms with regard to entertainment facilities
 - bedroom and bathroom facilities
 - Leisure facilities
 - Level of English spoken by staff (non-UK hotels)
 - Coach parking and access to the hotel and surrounding area

NOTE: This list is not exhaustive and simply illustrates some of the key areas of assessment.

- All grading sheets are available to our sales team and the availability and quality of hotel facilities and services can be discussed with interested clients, although exact point scores are not generally disclosed for reasons of confidentiality.