

## Appendix 4

### Georgian Reviews from Accommodation websites

Source: UK Hotels.com 2018/2019

#### Tired and graceful...

The Georgian has a lot of potential: great staff, excellent central location, free parking, but in desperate need of some TLC. The key thing is to look past the water-stained carpet in the corridor or the flaking paint on the walls and see the outstanding service and friendly attitude of the staff. It offers real value for money. There are plans for a major refurb' although some new carpet and some paint would fix a lot of

#### Quaint but in need of attention

the bedroom was comfortable but the bathroom had no working heating. The taps on the sink were falling apart and the toilet seemed to take a very long time to fill after flushing. The shower had very low water pressure and was difficult to maintain a temperature. The swimming pool was ok but smelt and the jacuzzi was empty and not functioning. I thought the hotel was in need of some repair as the stair carpet was very worn in places.

#### Decent breakfast, but room was grim

Great location and substantial breakfast. Room 36 smelt of smoke and mould with the added treat of blood on the light string in the bathroom - no effort to address the issues

#### 2night spa and wedding trip

Expected a spa but jacuzzi has been broken for months and nobody to do treatments so just small pool ok and sauna Hotel clean service good Needs some attention in passage on 2nd floor loose floor bars and stair knob

#### 16<sup>th</sup> Jan 2019

It was New Years Day 5pm. Travelled a distance on my own. Check in lady friendly & welcoming but no food at all. I had to ask first about food. It was not even mentioned first. No apologies. Not even a sandwich offered. I think that's appalling from the big claims on their website. I asked where I could get a simple take away, staff had no idea. Spent the next hour walking and then having to drive blindly around the local area looking for a lowly garage to buy a take away sandwich. Had a funeral the next day. Just added to a miserable first night. Bed was lumpy. The springs were sticking out of the mattress. Room/Bedding was clean apart from the tea stain splashes & ground dust inside of bathroom door. Plug didn't fit sink so absolutely useless. Room was very quiet then again I believe from check in only myself and only 2 other people were staying there. Not surprising really. Corridor carpets are disgusting. Stains & holes everywhere. Didn't go for breakfast. Felt they didn't deserve my custom from previous nights offering me nothing. Got a takeaway roll instead from Costa which was open across road. Glad I got a good price with Expedia otherwise I would have really complained badly direct if I had the energy.

#### 23<sup>rd</sup> Jan 2019

I was only there for one night. It was comfortable and easy to get to from the railway station, about 10 minutes' walk.

## **Expedia UK**

### **OK 18<sup>th</sup> Feb 2019**

The location of the property was ideal for my business visit but the current state of it leaves so much to be desired. My room (room 26) bore a lingering, strong mouldy odour and water appeared to condense on the floor around the toilet cistern. It was most probably this persistent presence that generated the bad odour. The bathroom laminate floor also bore indications of previous flooding. The state of the furnishings was substandard with one of the chairs having been repaired with a large chrome plated wood screw. The corridor lighting outside the room was very dim, making it unbearable to attempt to unlock the room door with the key provided. finding a keyhole in poor lighting conditions is difficult. The lighting in the car park was also substandard. Walking through it after parking my car I trod through a soft patch only to realize that I had walked through a muddy pothole! Altogether an unhappy experience which I hope not to ever have to repeat!

### **Pleasing 23<sup>rd</sup> Jan 2019**

Very convenient location. Walk in shower was not very safe as it had no hand rails, soap dishes and the floor was slippery. Otherwise very good and we shall come again after the refurbishment

### **"Good location"**

We chose this hotel for its location. We wanted to be in the centre of town so this was the ideal place for us to stay. Unfortunately our room was not ready at the check in time of 2.00pm and we were offered a complimentary drink at the bar while we waited. The room itself was ok. The bed was terrible. The mattress was terribly worn so we felt like we were going to roll out of the bed. Also the mattress creaked every time one of us rolled over which was not acceptable. We went down to reception at 1.15am to complain about this and were immediately offered another room. This room was much better and we were able to finally get some sleep. Having said all of that, the staff were extremely professional, courteous and helpful but were sadly let down by the above.