

## Local Tourism Business Wins National Award

*Yorkshire holiday let recognised for its customer service*

A Yorkshire property owner has received the coveted VisitEngland ROSE Award for an excellent customer-focused approach to their tourism business.

Mr and Mrs Scott owners of Pond View Cottage in Brantingham, East Yorkshire, were presented with the accreditation (which stands for Recognition of Service Excellence) for going the 'extra mile' and offering excellent customer service to guests staying at their self-catering holiday let business. The awards take into consideration a variety of factors, including online customer reviews as well as additional facilities and services offered to make customer stays extra special.

Pond View cottage is a beautifully restored stone terraced cottage, set in the heart of Brantingham. This modern home boasts features including high speed broadband and a fully furnished garden, perfect for alfresco dining. It has also retained many of its traditional features including oak staircase and bricked fireplace. Pond View cottage is available to book via [www.cottages.com](http://www.cottages.com).

Nominations for the award are triggered following the annual VisitEngland quality assessment visit and observations made by the assessor are considered by a judging panel, alongside online customer reviews. Winners tend to be places where the owners, managers and staff really know how to delight their customer; with only 100 businesses in England achieving the award each year!

**cottages.com** Senior Area Manager, Julie Winder, commented: "We're beyond thrilled that one of our cottages.com properties in the Yorkshire area has received this prestigious accolade. With only 100 businesses across the country recognised each year, it is a real testament to the hard work and commitment of the owners that they are amongst those receiving the award.

"The passion and pride they take in offering guests a unique home from home experience is reflected in the high scores they consistently receive on our independent Reevoo rating system and they are great ambassadors for our brand. Congratulations to them on such a great achievement."

Pond View (property code IYY) is available to book at [www.cottages.com](http://www.cottages.com). To find out more about holiday letting, please visit [www.cottages.com/let-your-property](http://www.cottages.com/let-your-property).

**Ends**

For more information please contact [press@lucre.co.uk](mailto:press@lucre.co.uk) or speak to Kate, Bianca, Eleanor or Lucy on 0113 243 1117.

**Notes to Editors:**

About **cottages.com**

**cottages.com** is the UK's largest cottage website with the biggest selection of properties across the UK, France, Ireland and Italy. **cottages.com** is part of Wyndham Vacation Rentals, the world's largest professionally managed holiday rental business providing access to more than 100,000 properties in over 600 unique destinations worldwide, and a member of the Wyndham Worldwide (NYSE: WYN) family of brands.

