

The St. Ives TIMES & ECHO

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Price £1.10

Blue Hayes among UK's best hotels

A ST IVES hotel has been judged to be amongst the best hotels in the country.

Blue Hayes Hotel, on Trelyon Avenue, has scored an impressive 10 out of 10 in Australian-based hotel meta-search company Hotels Combined's extensive survey of accommodation in the UK.

This survey is based on gathering data from millions of guest reviews, and translating them to an official Recognition of Excellence.

This Recognition of Excellence is not a ranking list but a group of outstanding accommodation properties chosen based on a strict set of criteria.

GREAT CONSIDERATION

In order to be considered, properties must meet the following criteria: At the time of judging, a winner is rated 9.0/10 or over with a minimum of 50 customer reviews certified by HotelsCombined; and there must be no major customer service problems, nor recurring or unresolved issues.

Moreover, HotelsCombined is taking in great consideration the way the hotel staff answered the Hotels communication team, demonstrating their commitment in providing quick assistance.

Blue Hayes Hotel boasts a high

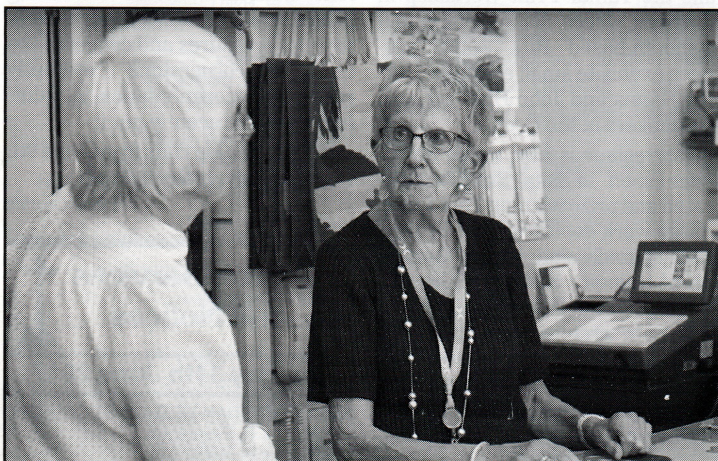
satisfaction rating among guests and travel industry experts, receiving 366 reviews for an impressive rating of 10.0 out of 10.

Malcolm Herring, owner of Blue Hayes Hotel said: "We are delighted to receive this award from an international organisation, who have selected hotels providing best value for money, rather than just lowest price. This award has again recognised my amazing team of local people who always 'go that extra mile' to ensure the guests' experience is the best possible. To be rated 10 out of 10 is just fantastic."

"We are thrilled to be working with the best hotels in the United Kingdom and Blue Hayes Hotel is certainly among them," said Paulina Krolikowska, market manager of HotelsCombined United Kingdom.

"What is different about the Recognition of Excellence is the way information is gathered and analysed: it all depends on the guest and his or her experience with that particular accommodation.

"With HotelsCombined 30 million people are finding the best deal available on-line every month. With this award, we'd like to make it even easier for every traveller to identify the best hotel for customer service and therefore the best value for their money," she added.



ST IVES ILB helm David Chard with crew Nick Phillips, Jack Coop and Jake Martin who, last Wednesday (May 31), rescued Martin Blakeway and his family (pictured inset right) after engine failure left them drifting in their dinghy off the back of The Island. Mr Blakeway was grateful to the RNLI for the assistance commenting that the RNLI were 'amazing'.

Photographs: RNLI/Alban Roinard

Family left drifting in broken d

A FAMILY of holiday makers were assisted by a lifeboat crew from St Ives RNLI and a local fisherman last Wednesday (May 31) after the engine of their inflatable boat failed, leaving them drifting off The Island.

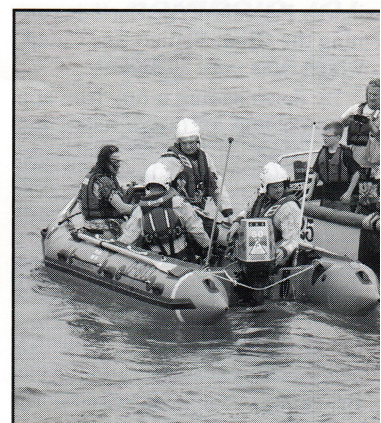
The St Ives Inshore Lifeboat (ILB) was launched following a call from St Ives NCI to Falmouth Coastguard, to assist four people in the small inflatable that appeared to have broken down.

The ILB was launched at 11.53 a.m. in flat calm conditions, with David Chard at the helm and crewed by Jack Coop, Nick Phillips and Jake Martin.

STOPPED WORKING

Arriving at the dinghy, the family of four reported that their engine had stopped working after setting off from Porthgidden beach.

The four were transferred to the boat of local fisherman Stuart Clary-



ST IVES RNLI'S Inshore Lifeboat (ILB) assisting the family whose

crew returned to the boathouse.

Speaking after the rescue, Martin Blakeway and his family from Birmingham – who are regular visitors