

Torquay hotel The Downs celebrates double gold wins

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The Downs Hotel, Babbacombe, Torquay, with owners Kate and Ed Wood with children Charlie and Emily

The owners of a Torquay hotel are celebrating double gold after winning two national accolades for outstanding customer service and hospitality.

The Downs in Babbacombe, was awarded the coveted Gold rating for its guest accommodation from both the AA and VisitBritain, the two leading organisations assessing accommodation providers across the UK.

Both organisations also awarded The Downs the highest rating for its breakfast, with the AA recognising the guesthouse for its exceptional dinner menu as well.

Owners Kate and Ed Wood bought The Downs in June 2007 and have worked tirelessly over the past eight years to develop the business into one of the leading guesthouses in the South West.

The AA Gold Stars are only awarded to the very best properties offering excellent levels of quality throughout and outstanding levels of hospitality and service.

The VisitBritain awards are given to businesses which exceed guest expectations and stand out from the competition, and VisitBritain classifies its Gold Award holders as being the 'best of the best'.

Kate Wood, owner of The Downs, said: "We are absolutely delighted to receive Gold awards from both market leading organisations; it's a fantastic achievement for us as we look forward to good summer season.

"These two awards are particularly important for us because we know that they genuinely help customers to find those special venues, like us, which go the extra mile.

"We have improved The Downs year on year and continue striving to push our business ever higher, whilst still retaining the charm and character of this lovely old house."

This year's success follows The Downs winning Bed & Breakfast, Guest House & Inn of the Year in The South Devon Tourism & Hospitality Awards in October 2013.

<http://www.westernmorningnews.co.uk/Torquay-hotel-Downs-celebrate-double-gold-wins/story-26360936-detail/story.html>