

Two Edinburgh hotels gain excellent ratings



Guests Help Hotels Secure Certificate of Excellence

Two recently refurbished hotels in Edinburgh have been awarded a top award which is based solely on the strength of customer reviews.

The Grassmarket Hotel, in Edinburgh's Grassmarket and The Bank Hotel just off The Royal Mile, have been awarded a Certificate of Excellence from Tripadvisor, after securing a series of four star and above reviews from its guests over the past 12 months.

The accolade, which honours hospitality excellence, is given only to establishments that consistently achieve outstanding traveller reviews on TripAdvisor, and is extended to qualifying businesses worldwide. Only the top-performing 10 per cent of businesses listed on TripAdvisor receive this prestigious award.

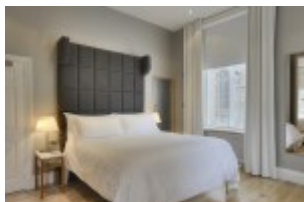
Rachel Duff, General Manager at The Grassmarket Hotel said: "We are absolutely delighted to have been awarded the Certificate of Excellence and it really highlights our outstanding customer service and the hard work that every single member of the team puts in to ensure guests more than enjoy their stay.

"Our guests are our top priority, so to be given an awarded because we have achieved top reviews from them is great news for us. Thank you to all our guests who took the time after their stay to share their reviews online and we hope that they will make many return stays with us.

“The Edinburgh hotel market is really taking off just now with lots of new hotels popping up over the city, which makes it more important than ever before to stand out from the crowd. This is why we have worked hard to distinguish ourselves by offering high standards of hospitality and customer service at a price which is affordable.”



Bank Hotel Bathroom



Bank Hotel Bedroom



Grassmarket bedroom

To qualify for a Certificate of Excellence, businesses must maintain an overall rating of four or higher, out of a possible five, as reviewed by travellers on TripAdvisor, and must have been listed on TripAdvisor for at least 12 months. Additional criteria include the volume of reviews received within the last 12 months.

Alison Copus, Vice President of Marketing for TripAdvisor for Business, said: “TripAdvisor is delighted to celebrate the success of businesses around the globe, which are consistently offering TripAdvisor travellers a great customer experience.

“The Certificate of Excellence award provides top performing establishments around the world the recognition they deserve,

based on feedback from those who matter most – their customers.”

Both hotels have recently undergone extensive refurbishment with the aim of enhancing the experience of guests during their stay, creating luxurious, spacious and comfy rooms at affordable prices.

Each of The Grassmarket Hotels 44 rooms offers quirky touches such as Sudoku chalk boards and magnetic maps on each of the walls. The hotel even harks back to its Scottish roots by replacing the traditional bible with a last edition copy of The Dandy a popular Scottish comic. More about the hotel can be found at www.thegrassmarkethotel.co.uk

With nine boutique bedrooms, the Bank Hotel’s rooms are spacious, with a crispy clean decor. The popular Bank Hotel Bar underneath is also a ‘must visit’ for those wanting to try out traditional Scottish food and drink. More information can be found at www.thebankhoteledinburgh.co.uk