

Tourism awards dominated by Scots

Scottish companies have dominated a tourism awards ceremony with 31 businesses scooping gongs.

The CIE Tours Awards of Excellence are based on feedback from 14,000 customers who experienced 250 providers of accommodation, dining, tours and attractions throughout the UK.

Awards were given to those providers achieving an average customer satisfaction rating of 90 per cent or more.



Scottish winners included Norton House Hotel & Spa and The Royal Edinburgh Military Tattoo which were presented with the awards for Best Overall Hotel and Best Special Event respectively.

The Apex Grassmarket Hotel, Dalmahoy Hotel & Country Club and Macdonald Holyrood Hotel also won Hotel Awards of Excellence while Palace of Holyrood and Edinburgh Castle won Visit Awards for Excellence.

Elizabeth Crabill, Chief Executive Officer of CIE Tours International, said: “We anticipate that demand for our Scotland tours will grow significantly in 2017, demonstrating the significance and growing appeal of Scotland’s heritage and quality customer experience.

“However, our challenge can be finding the right accommodation at the right price in some locations, where hotel prices threaten competitiveness and potential growth.”

Scottish awards went to: Best Overall Hotel: Norton House Hotel & Spa;

Best Overall Hotel Service and Hospitality: Atholl Palace Hotel, Perthshire;

Best Overall Feature: Working Sheepdogs: Leault Farm, Highlands; Best Special Event: The Royal Edinburgh Military Tattoo; Best Overall Castle Experience: Glamis Castle; Best Overall Loch Cruise: Jacobite Cruise

Hotel Awards of Excellence included: Apex Grassmarket Hotel; Dalmahoy Hotel & Country Club; Macdonald Holyrood Hotel; The Westerwood Hotel

Visit Awards of Excellence included: Stirling Castle; Palace of Holyroodhouse; Skara Brae; Dunvegan Castle; Eilean Donan Castle; Blair Castle, Perthshire; Italian Chapel, Orkney; Urquhart Castle; Crathes Castle; Edinburgh Castle; Inveraray Castle; St Magnus Cathedral; Culloden Battlefield Visitor Centre; Arran Distillery; Inverewe Gardens; Glenlivet Distillery; Blair Atholl Distillery

