

# Adagio celebrates success at first anniversary milestone

Behind the facade of what was formerly the Sailors Ark building on The Royal Mile is the Adagio Aparthotel.



It is just over a year since it opened and today the business reports good occupancy rates and customer feedback. With 4.5/5 on TripAdvisor the management is convinced they have got it right.

Their revenue in the last year totalled over £4.62 million which they say is around 44% more than the operator expected.

As part of the New Waverley development this hotel is also part of the transformation of the Old Town which has won many awards.



**Jose Gómez General Manager of Aparthotels Adagio** said:

*“We are absolutely thrilled with the performance of the Adagio Edinburgh Royal Mile over the last 12 months, which is reflected in our fantastic end of year figures and customer ratings.*

*“We were the first new look aparthotel to open anywhere in the world so are delighted that it has been such an overwhelming success and has been so warmly received. We have been kept continuously busy throughout the year with the average occupancy at over 71%, which is particularly good as an average for the aparthotel’s first year of operations.*

*“My team have worked extremely hard to deliver these outstanding results and are committed to delivering the highest level of customer satisfaction. We’re looking forward to building on these results in 2018. This is just the beginning!”*

Staff look after customers with their Friendly Moments scheme which means they spend as much quality time with guests as possible having a drink on their arrival and weekly after work events.



Adagio also run a Random Acts of Kindness scheme which involved staff in handing out personalised gifts to certain customers.

A successful photography exhibition showed off the building’s previous life and the people who lived there. Local artist Patrick Keast who is a recovering alcoholic supported by the charity Edinburgh Cyrenians created the photography exhibition.