



- *Excellence in Learning and Development* at the 2011 HR in Hospitality Awards – recognising the programme on excellent service and helping guests get the best value when staying in an RCH Hotel.
- Liz McGivern, Director of Human Resources and Training for Red Carnation named in *the Top 100 Most Influential Women in the Hospitality, Leisure, Travel and Tourism industry* by People 1st , 2011
- The first company to achieve *Investors in People's new Gold Standard* across its entire worldwide operations in April 2010
- Received a One Star Status in Best Companies Accreditation 2010
- National Training Award 2009 and 2010 for world-class training and development awarded through UK Skills
- Received *Best Employer Award* at the Springboard Awards for Excellence – Hospitality and Leisure 2009
- Jonathan Raggett, Managing Director of Red Carnation awarded *Hotelier of the Year 2009* at the Hotel Cateys
- Liz McGivern, Director of Human Resources and Training for Red Carnation named *Human Resources Manager of the Year 2009* at the Hotel Cateys
- Winner of *Caterer and Hotelkeeper's Best Places to Work in Hospitality Award 2009* for the Hotel Chains with 11 or more Sites category
- Winner of the *Employee Engagement Award 2009* at the Caterer and Hotelkeeper's Best Places to Work in Hospitality
- Awarded for *Achieving Excellence in the workplace* - Best Companies Accreditation 2009
- Awarded the *HRS Hotel Excellence Award 2009* for the way we work closely with our staff to deliver outstanding service
- *Investors in People Award* for commitment to training and staff development
- First International Hotel Company to achieve cross-the-board global Corporate Investors in People recognition
- *London Training Award*, Department for Education and Skills
- *Award for Excellence in Retention*, Springboard
- *Credit To The Industry Award* RAC

"We have seen a lot of outstanding candidates this year and the final decisions have been difficult, but we feel confident that we have picked the best and that they deserve to be acknowledged for their excellence"
- Peter Birnie, the AA's chief hotel and restaurant inspector

"From the five-star 41 and Milestone Hotel and Apartments, to the four-star Chesterfield Mayfair, Montague on the Gardens, and Rubens at the Palace, the staff pride themselves on personal attention delivered without pretension"
- Travel Today



Awards, Accolades and Associations

- One of 3 London hotels named among TripAdvisor's Top 25 UK Hotels 2012
- Named *Best Small Hotel in the UK* at the International Hotel Awards 2012
- Named in Travel + Leisure's 500 World's Best Hotels 2012, receiving a score of 92.35
- *Condé Nast 2012 Gold List*, with an overall score of 93.8 - *Platinum Circle* Inductee for 5 consecutive years on the list
- Voted *No. 6 Top 40 British Isles Hotel* in Condé Nast Readers Choice Awards 2011
- Named *Top Small City Hotel* in Europe by Travel + Leisure Magazine in their World's Best Hotels 2011
- Consistently voted as one of TripAdvisor's Top London Hotels
- Awarded 2011 Superior Deluxe classification by HotelandTravelIndex.com
- *Award for Excellence 2011* from the Tea Guild for an outstanding afternoon tea
- Voted one of *The Best Hotels 2011* in the Travel + Leisure 500 Best Hotels
- Voted one of *The Best Places in the World to Stay* in the Condé Nast Travellers Gold List for 2011
- Ranked *1st for Hotels in England* with a score of 95.8, which included a perfect score of 100 for Service
- Awarded Silver in the *Large Hotel of the Year* category at the BT Visit London Awards 2010
- Voted *No.1 Hotel in the British Isles* and the only hotel in London in the *Top 100*, in the Condé Nast Traveller Annual Readers Choice awards 2010
- Voted one of *The World's Best Hotels 2010* in Travel +
- Magazine's 15th - annual reader survey, receiving an overall score of 89.47
- Named one of the *Top Small City Hotels* in Europe by Travel + Leisure Magazine in their World's Best Hotels 2010
- Named as one of the *Top Five Hotels in London* in Travel + Leisure's 500 World's Best Hotels 2010, receiving a score of 84.41
- Voted *No.1 Hotel in London* in the *Best Places to Stay in the World* category in the 2010 Condé Nast Gold List, with an overall score of 94.2
- Voted *No.1 Hotel in England UK for 'Best Rooms'* in Europe in the 2010 Condé Nast Gold List, scoring 97.9
- Voted *No.2 Hotel in London for 'Best Service'* in Europe in the 2010 Condé Nast Gold List, scoring 97.9
- Voted *No.1 Hotel in London for 'Best Design'* in Europe in the 2010 Condé Nast Gold List, scoring 97.9.
- 1st place in the *Best UK Hotel* category with five stars in the Daily Mail UK Commercial Property Awards 2009
- Member of The Leading Hotels of the World

"The Milestone is one of the great hotels of the world" – Roger Collis, International Herald Tribune

**1 Kensington Court | London | W8 5DL
Tel: 020 7917 1000 | Fax: 020 7917 1010
www.milestonehotel.com**

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- Named on the *Condé Nast 2012 Gold List*, with an overall score of 89.8
- Voted *No. 14 Top 40 British Isles Hotel* in Condé Nast Readers Choice Awards 2011
- Winner *Most Excellent City Hotel 2012* Condé Nast Johansens Awards
- Consistently voted as one of TripAdvisor's top London Hotels
- Voted as *One of the Best Places in the World to Stay* in the Condé Nast Travellers Gold List for 2011
- Winner of the *Best Bar for London Dry Gin in London* by HotelClub – Hotel Awards 2011
- Awarded Gold in the *Small Hotel of the Year* category at the BT Visit London Awards 2010
- Winner of the AA *Housekeeper of the Year Award* 2010
- Winner of the *Best UK Small Hotel* category - awarded five stars at the Daily Mail UK Commercial Property Awards 2009
- Shortlisted for *International Best Commercial Property Awards* San Diego November 2009
- Awarded *Pineapple 2009 Awards* in each of the three GIFTTS categories to honour commitment to philanthropy, community, and environment, by the Preferred Hotel Collection, October 2009
- Shortlisted for *Most Excellent Innovation in Sustainable Hospitality* by Condé Nast Johansens, October 2009
- Awarded *Best Video 2009* at the TravelMole Web Awards
- Voted *London's Most Excellent Hotel 2009*, by Condé Nast Johansens
- Voted *2nd Best Hotel in London*, 22 April 2009 on TripAdvisor
- Short-listed for the *Considerate Hotelier Awards 2009*
- Five Star rating from AA

"Victorian appeal – fine antiques and French porcelain decorate the rooms, and four poster beds add interest at bed time."
– Harpers and Queen

"The Egerton House Hotel boasts an aura of understated elegance and discreet good taste where guests will discover unashamedly high levels of luxury, accommodation and comfort complemented by an unstuffy personal type of service that only a small intimate hotel can provide".
– Town & Country



Awards, Accolades and Associations

- One of 3 London hotels named among TripAdvisor's Top 25 UK Hotels 2012
- Named in Travel + Leisure's 500 World's Best Hotels 2012, receiving a score of 87.58
- Named on the *Condé Nast 2012 Gold List*, with an overall score of 91.6
- Voted *No. 9 Top 40 British Isles Hotel* in Condé Nast Readers Choice Awards 2011
- *AA Inspectors' Choice/Red Star Award 2011/2012*
- Consistently voted as one of TripAdvisor's top London Hotels
- Chosen as a *Top Hotel in Europe* and the Top Hotel in the UK by TripAdvisor 2011 Travellers Choice® Awards
- Voted as *One of the Best Places in the World to Stay* in the Condé Nast Travellers Gold List for 2011
- Awarded Bronze in the *Small Hotel of the Year* category at the BT Visit London Awards 2010
- Named *Most Excellent London Hotel* for 2011 in the 29th Annual Condé Nast Johansens UK & Ireland Awards for Excellence
- Named as one of the *top five hotels in London* in Travel + Leisure's 500 World's Best Hotels 2010, receiving a score of 85.88
- Named *No.1 Hotel in the UK* in the Travellers Choice Awards, TripAdvisor 2009
- Nominated as one of the *Best UK Small Hotels* at the Daily Mail UK Commercial Property Awards 2009
- Voted *5th Best Small Hotel in Europe* in Travel + Leisure's 2009 World's Best Awards Readers' Survey
- Voted *23rd Best Luxury Hotel in the World* by TripAdvisor, and No.1 in the UK People's Choice Awards 2009

"The deliciously confidential atmosphere of a private club"
– Travel & Leisure

"No better cocoon in England's capital"
– New York Times

- Awarded *World's Most Prestigious Gem* at The Prestigious Star Awards 2011
- Named *Dorset Restaurant of the Year 2011* at the Taste of Dorset Awards 2011
- Awarded with the *Certificate of Excellence 2011* by TripAdvisor, for consistently receiving excellent ratings from TripAdvisor members
- Named *Community Champions 2011* by West Dorset District Council for their outstanding contribution to the local community
- Voted *No.1 in Dorset, No.2 in South West England and No.27 in Britain* in The Sunday Times Food List – Top 200 Restaurants in Britain 2010
- Winner of *Best British Cheeseboard 2010* at the British Cheese Awards
- Steven Titman, Executive Chef, and Clement Robert, Assistant Sommelier were runners-up in The Academy of Food and Wine Gastronomy *Team of the Year 2010* competition
- Assistant Sommelier, Clement Robert, awarded *Young Sommelier of the Year 2010* by both the Academy of Food and Wine and the Chaîne des Rotisseurs
- Named in the Condé Nast Travellers 2010 Gold List as one of the *Top Three Hotels in the UK for Food*
- Winner of the *Most Outstanding Service Award* at the 2010 Condé Nast Johansens Awards for Excellence
- Named *Restaurant of the Year 2009* by the Taste of Dorset Awards
- Awarded *Best of Award for Excellence* by Wine Spectator 2009/2010, for the wine list including interesting selections that are appropriate to the menu and appeal to a wide range of wine lovers
- Named as one of *Tatler's Top 101 Spas in the World 2009*
- Awarded five stars for service, rooms, food and drink by the Telegraph's Hotel Guru Fiona Duncan in May 2009
- Four Red Star rating from AA
- A Member of Relais & Châteaux
- 3 AA Rosettes for dining

**"The award winning restaurant is more than worthy of a Michelin Star or even two."
– The Culinary Guide**

**"Here, traditional English style easily rubs shoulders with inspired touches to create room after room that exude an effortless
air of comfort and elegance."
– Period Living & Traditional Homes**

- Named in Travel + Leisure's 500 World's Best Hotels 2012, receiving a score of 88.44
- Consistently voted as one of TripAdvisor's top London Hotels
- *Award for Excellence 2011* from the Tea Guild for an outstanding afternoon tea
- Awarded *Certificate of Excellence for 2010* from TripAdvisor
- Awarded *Best In Class* in the AA's Inspectors' Choice Awards – Mayfair's only red star accredited hotel in 2010/2011
- *Award for Excellence* from the Tea Guild for an Outstanding Afternoon Tea for the third consecutive year (2007, 2008 & 2009)
- Four-Star Deluxe rating from AA
- Two AA Rosettes for dining

"Taking a customer to a new level"

– City to Cities

"Understated but exclusive atmosphere"

– Bliss for Brides

- Ranked in *Top 40 British Isles Hotel* in Condé Nast Readers Choice Awards 2011
- Consistently voted as one of TripAdvisor's top London Hotels
- Awarded a second AA *Rosette* for the Library Restaurant in December 2009
- Four-Star Deluxe rating from AA
- AA Rosette for the Library Restaurant

"Luxurious but friendly"

– The Times

"Excellent service with a personal touch"

– Where London

"Perfectly located...outstanding personal service"

– Grand Rapid Press



Awards, Accolades and Associations

- Consistently voted as one of TripAdvisor's top London Hotels
- *Award for Excellence 2011* from the Tea Guild for an outstanding afternoon tea
- Four-Star Deluxe rating from AA
- AA Rosette for dining

"A sumptuous small hotel"
– The Herald

"A little gem"
– The Business Traveller

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www.montaguehotel.com

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- Five-Star rating, Guernsey's first five star Hotel
- The first triple winner in the 25 year history of the Guernsey Awards for Achievement 2010, winning *Excellence in Training*, *Best Large Business* and *Guernsey Business of the Year* awards
- Awarded *Guernsey's Leading Hotel* in the World Travel Awards 2010
- Two AA Rosettes for dining
- Visit Guernsey Gold Award 2009

- *Best Leading Hotel in the World* selected by Leaders Club Members 2011
- *Leaders Club Guest Recognition Award of Excellence* at the 2011 Annual Convention of the Leading Hotels of the World
- Nominated as one of the *Best Hotels for Service in Europe* by Villégiature Awards 2011
- Consistently voted as one of TripAdvisor's top Hotels
- Awarded as one of the *10 Best Hotels for Service* by Leading Hotels of the World, December 2010
- Received the best score from guests on booking.com
- Nominated as one of the *Most Welcoming Hotels* and *Best Service in a Europe Hotel* by Villégiature Awards 2010
- Internationally rated as a Five-Star Superior Hotel
- Member of The Leading Hotels of the World

"...Luxuriously intimate...45-room jewel (that) complements its enviable location with high standards of comfort and personal service...Housed in a historic structure, the boutique hotel encompasses a cosy library, admirable conservatory-style restaurant/café, and very chic bar-lounge done up in an African/British club motif."

- Andrew Harper's Hideaway Report

"Overlooks the lake and offers cosy rooms with period furnishings"

- Harpers and Queen Magazine

Awards, Accolades and Associations



- TripAdvisor *Award of Excellence* for achieving 4½ star rating 2011
- TripAdvisor *Award of Excellence* for achieving 4½ star rating 2010
- Internationally rated as a Four Star Hotel
- Recognised as a historical landmark with the Palm Beach Preservation Foundation
- Member of Small Luxury Hotels of the World
- Vanity Fair recognised the Leopard Lounge and Restaurant in the up-to-the-minute guide to the jet set's winter wonderland. Vogue Magazine Australia noted The Leopard Lounge in their guide to jet set getaways as a place where the rich and famous go to play

“The epitome of civilized behaviour”
– American Way

- *Top 25 Luxury Hotels in Africa* and *Top 25 Relaxation & Spa Hotels in Africa* in the TripAdvisor 2012 Travellers' Choice Awards
- Named on the *Condé Nast 2012 Gold List*, with an overall score of 90.5
- Reader's Choice International *Best International Hotel Spa* at the Spa Traveller 2011 Awards
- Runner Up *Most Iconic Hotel* by Beach Tomato
- Awarded *Diamond Certification* by Diners Club Winelist Awards 2011
- Named *runner-up in the Best Hotel in Africa 2011* category at the Telegraph's UltraTravel Awards
- Voted as one of the *Best Hotels 2011* in Travel + Leisure's 500
- Voted as one of the *Best Places in the World to Stay* in the Condé Nast Travellers Gold List for 2011
- Named in the *Best Family Hotels and Cruises list in Africa and the Middle East* by Travel + Leisure magazine
- Voted *No.1 hotel in South Africa* in Travel + Leisure's World's Best Family Hotels awards, with a score of 93.85
- Voted the *No.1 hotel in Cape Town* in Travel + Leisure magazine's 15th-annual reader survey, World's Best hotels 2010, receiving an overall score of 93.62
- Named as one of the *Top 100 Hotels* and one of the *Top 10 Lodges and Resorts* in Africa and the Middle East in the World's Best Awards 2010 by Travel + Leisure Magazine
- Voted the *No.1 Cape Town Hotel* in Travel + Leisure's 500 World's Best Hotels 2010, receiving a score of 93.91
- Named as one of the *Best places to stay in the World* in the 2010 Condé Nast Gold List, receiving an overall score of 88.6
- Listed as 6th *best hotel in Africa* by the Condé Nast Traveller 2009 Readers Choice Awards
- The Azure Restaurant presented with a *Diamond Award* for the 2nd year in succession at the 2009 Diners Club Winelist Awards
- Voted *No.1 City Hotel In Africa and the Middle East* and the *No.1 Hotel Spa in Africa and the Middle East* in Travel + Leisure's 2009 World's Best Awards Readers' Survey
- Internationally rated as a Five Star Hotel
- Member of The Leading Hotels of the World
- Member of The Leading Spa of the World as accredited by The Leading Hotels of the World

"With its combination of luxury pampering, great food, beautiful surroundings and impeccable service, it is no wonder that people are always smiling at The Twelve Apostles"

- Waitrose Magazine



BUSHMANS KLOOF

WILDERNESS RESERVE & WELLNESS RETREAT

Awards, Accolades and Associations

- Named *Best for Food* in the Condé Nast Traveler Gold List 2012
- Awarded *Diamond Certification* by Diners Club Winelist Awards 2011
- Named among *South Africa's finest spas* in the 2011 Les Nouvelles Esthetiques Spa Awards
- Named one of the *Best Hotels for Food* in Africa, Middle East and the Indian Ocean in Condé Nast Traveller UK Gold List 2011
- Voted as *One of the Best Places in the World to Stay* in the Condé Nast Travellers Gold List for 2011
- Ranked 18th in *the World's Top 100*, and 4th in the Middle East, Africa & Indian Ocean Islands category 2010 by Condé Nast Traveller magazine, UK Readers' Travel Awards
- Voted *No.1 in Africa and the Middle East and No.2 overall* in the Travel + Leisure's World's Best Service Awards 2010
- Voted as *No.1 World's Best Hotel and No.1 Africa's Best Hotel* in Travel + Leisure's 500 World's Best Hotels 2010, receiving a score of 98.67
- Named as one of the *Best places to stay in the World* in the 2010 Condé Nast Gold List, receiving an overall score of 88.8
- Named as one of the *Top Three Hotels in Africa, Middle East and Indian Ocean* for food in the Condé Nast Travellers 2010 Gold List
- Named *Favourite Resort / Hotel Spa in Africa / Middle East* by SPA Magazine's Silver Sage Readers' Choice Awards 2009
- Named *Global Winner of Wildlife Conservation Programmes* in the 3rd annual Condé Nast Traveller World Savers Awards
- Voted the *No.1 World's Best Hotel and No.1 Lodge / Resort in Africa and the Middle East* in Travel + Leisure's 2009 World's Best Awards Readers' Survey
- Condé Nast Traveller 2009 *Gold List*
- Forbes Traveller *400 Best Hotels 2008/2009*
- A Member of Relais & Châteaux

Bushmans Kloof is a South African Natural Heritage Site, and lies within the Cederberg Wilderness Area, which forms part of the Cape Flora Region, a World Heritage Site

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www.bushmanskloof.co.za

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- *Country Winner: Best Luxury Wellness Spa* by World Luxury Spa Awards
- Awarded *Diamond Certification* by Diners Club Winelist Awards 2011
- *Country Winner – Luxury Hotel 2011* by World Luxury Hotel Awards
- *Country Winner – Best Luxury Wellness Spa 2011* by World Luxury Hotel Awards
- *Winner of PMR Africa* by Diamond Arrow Award 2011
- *Runner-up for the Hotel Category* FIABCI Prix d'Excellence Awards 2011
- *Winner of the Resort / Hotel Spa Category* Les Nouvelles Esthetiques South Africa Spa Awards 2010
- Named as one of the *Hot Hotels for 2010* by Condé Nast Traveller
- Named as one of the *Hot Hotel Spas for 2010* by Condé Nast Traveller

"The restoration of the hotel is masterful, service 12 out of 10"
- The South African Sunday Times