

# Awards, Accolades and Associations

## THE RED CARNATION HOTEL COLLECTION



**A GROUP OF INDIVIDUAL, FAMILY RUN, BOUTIQUE HOTELS  
'NO REQUEST TOO LARGE, NO DETAIL TOO SMALL'**

### Red Carnation Hotel Collection

- Red Carnation Hotels become the first company to achieve Investors in People's new Gold Standard across its entire worldwide operations in April 2010.
- Red Carnation Hotels received a One Star Status in Best Companies Accreditation 2010
- At the Springboard Awards for Excellence Red Carnation received The Best Employer Award – 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
- National Training Award 2009 for *world*-class training and development awarded through UK Skills
- 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.
- Best Companies Accreditation 2009 - Red Carnation Hotels awarded for achieving excellence in the workplace
- The HRS Hotel Excellence Award 2009 - Red Carnation Hotels awarded for the way they work closely with their staff to deliver outstanding service.
- Ark Foundation Corporate Social Responsibility Award 2008
- September 2007 The AA introduced a new award for Small Hotel Groups, and Red Carnation Hotels were honoured to be named as the first ever recipients of this prestigious accolade from amongst an ever increasing number of excellent competitors
- "Investors in People" Award for commitment to training and staff development
- First International Hotel company to achieve across-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
- "Best Commercial Initiative Under 1,000 Employees" The National Training Journal, 2006
- Ranked 2<sup>nd</sup> as the "Business of Choice 2007" with a turnover in excess of £20million by En Passant Business Magazine
- National Training Award 2005 for world-class training and development awarded through UK Skills

**"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**

## The Milestone Hotel and Apartments, Royal Borough of Kensington and Chelsea

- 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
- First place in the 'Best UK Hotel' category with five stars in the Daily Mail UK Commercial Property Awards 2009
- Awarded Top London Hotel and ranked No. 2 hotel in the British Isles in the Condé Nast Traveler Annual Reader' Choice Awards 2009
- Voted 10<sup>th</sup> Best Small Hotel in Europe in Travel + Leisure's 2009 World's Best Awards Readers' Survey
- Voted No.1 British Hotel, Condé Nast Traveler Gold List World's Best Hotels 2009
- Ranked in Forbes Traveler 400 Best Hotels for 2008/9
- "Hotel of the Year 2008", Ensemble Travel Group
- Ranked No. 1 in the World for Service by Travel + Leisure June 2008.
- Voted No.1 British hotel, Condé Nast Traveler Gold List World's Best Hotels 2008
- Ranked No.1 Hotel in England in Travel + Leisure World's Best 500 Hotels – 2008
- Voted No.1 British hotel, Condé Nast Traveler Readers' Choice Awards 2007
- Placed 5th in the Top 100 Hotels Overall, 2nd in the Top 50 Hotels in Europe and 4th in the Top 15 Small Hotels in Travel + Leisure's Worlds Best Awards 2007
- Tripadvisor.com awarded The Milestone 1<sup>st</sup> place for the 'Best Service in London 2006', 8th for the 'Best Service in Europe 2006'
- Voted one of the "best places to stay in the capital", top honours in the "best rooms" and "charm" categories, and "No. 1 Best Hotel" in Harden's Hotel Guide
- "Gold E Award of Excellence," from Entrée Magazine and recognised as one of the World's Best Hotels
- 'Inspectors' Choice Hotel in Britain and Ireland, five red stars' for the 5th consecutive year
- Member of The Leading Small Hotels of the World
- Two Rosettes for dining from AA
- Awarded 1<sup>st</sup> place for 'Best Garden for a Small Hotel' by the Chelsea and Kensington Association
- Silver Award for Top Hotel 2005 from Visit London
- Commitment to Quality Award 2002 for Best Small Hotel in Europe from Leading Hotels of the World

**"One of the best hotels in the world" – Architectural Digest**

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

**"The Milestone's accommodation makes you feel as you've arrived in London simply to visit with good friends who have gone to great lengths in anticipation of your stay. Their home is your home as long as your visit allows" – Robb Report**

## **'41', Buckingham Palace Road, Victoria**

- 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
- Nominated as one of the 'Best UK Small Hotels' at the Daily Mail UK Commercial Property Awards 2009
- Voted 5<sup>th</sup> Best Small Hotel in Europe in Travel + Leisure's 2009 World's Best Awards Readers' Survey
- Voted 23<sup>rd</sup> Best Luxury Hotel in the World by Tripadvisor.com, and No.1 in the UK People's Choice Awards 2009
- Named in "Best Hotels in the British Isles" Category in Condé Nast Traveller's 21<sup>st</sup> Annual Readers' Choice Awards 2008
- Ranked Second Hotel in England in Travel + Leisure World's Best 500 Hotels – 2008
- 'Inspectors' Choice Hotel in Britain and Ireland, five red stars' for the 5th consecutive year
- A member of Preferred Boutique Hotels
- Bronze Award for Top Hotel 2006 from Visit London
- Placed third in the Top 15 Small Hotels, 31st in the Top 100 Hotels Overall and tenth in the Top 50 Hotels in Europe in Travel and Leisure's Worlds Best Awards 2007
- Tripadvisor.com voted 41 as 'Best London Hotel for Romance' in 2006
- Named as one of the "World's Best Places to Stay" in Condé Nast Traveler 2002

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

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

## **The Egerton House Hotel, Knightsbridge**

- 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 2<sup>nd</sup> Best Hotel in London, 22 April 2009 on Tripadvisor
- Short-listed for the 'Considerate Hotelier Awards 2009'
- Five Star rating from AA
- A member of Preferred Boutique Hotels
- Named in the Top 3 for Most Excellent London Hotel by Condé Nast Johansens 2008
- Awarded Preferred Boutique GIFTTS certificate of recognition for our work in Philanthropy, Community & Environment 2006, 2007 & 2008 and awarded GIFTTS Leader in Philanthropy 2007
- Silver Award for Top Hotel 2006 from Visit London

**"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**

## Summer Lodge Country House Hotel, Restaurant and Spa, Evershot, Dorset

- Assistant Sommelier, Clement Robert, awarded Young Sommelier of the Year 2010 by both the Academy of Food and Wine and the Chaine des Rotisseurs
- Named in the Condé Nast Traveller's 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
- Wine Spectator 2009/2010, awarded the hotel its "Best of Award of Excellence" for the wine list for 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
- Wine Spectator 2008, awarded the hotel its "Best of Award of Excellence" for the wine list for including interesting selections that are appropriate to the menu and appeal to a wide range of wine lovers
- The Times Top 100 Hotels 2008
- Third Place in 'The Best Sommelier of Europe Competition' 2008
- Winner of the 'Restaurant of the Year 2007' in the Dorset Business Awards
- Voted 4<sup>th</sup> 'Best Place to stay in England' by Canada's Edmonton Journal
- Four Red Star rating from AA
- A Member of Relais & Châteaux
- 3 AA Rosettes for dining
- Andrew Harper's Hideaway Report Grand Award Winner 2007
- One of the eight best restaurants in the UK in Harden's 2007 Restaurant Guide
- Eric Zwiebel, Master Sommelier at Summer Lodge was placed as runner up at the Best Sommelier of the World Competition 2007. He was previously voted 'Third Best Sommelier in Europe' at the 2006 Ruinart Trophy Awards. Tatler 2005 Restaurant Awards included Eric on its short list (five nominees) for Best Sommelier. In the same year he won Sommelier of the Year in France and represented France at the 'Best Sommelier in Europe' Competition in 2006. Eric fought off stiff competition to become France's only representative in the 'Best Sommelier in the World' competition in 2007
- Harpers & Queen placed Summer Lodge on its Top Ten list of English Country Houses and Homes for 2006.
- Wine Spectator 2005, accorded the hotel its "Best of Award of Excellence" for the wine list for including interesting selections that are appropriate to the menu and appeal to a wide range of wine lovers.
- Eric Zwiebel, Master Sommelier at Summer Lodge was named 'Sommelier of the Year' 2004

**"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**

### **The Chesterfield, Mayfair**

- The 2008 Hotel Cateys Award for Hotel Restaurant Manager of the Year, Loris Lucchini, Butlers Restaurant.
- Award for Excellence from the Tea Guild for an outstanding afternoon tea for the third consecutive year (2007, 2008 & 2009)
- 8<sup>th</sup> Best Luxury Hotel in the World in Trip Advisor's 'Travelers Choice Awards 2008'
- Four-Star Deluxe rating from AA
- AA Rosette for dining
- Voted one of the 6<sup>th</sup> Best Hotels with 50 bedrooms or more in London in the Visit London Awards 2006
- Voted 2nd Best Hotel in London, 9th Best Luxury Hotel in Europe, and one of the World's top 25 Hotels by the readers/visitors of Tripadvisor.com
- 2nd place in the Westminster in Bloom competition for the "Best Display Outside Hotel" in the over 100 bedrooms category 2004.

**"Taking a customer to a new level" – City to Cities**  
**"Understated but exclusive atmosphere" – Bliss for Brides**

### **The Rubens at the Palace, Victoria**

- 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**

### **The Montague on the Gardens, Bloomsbury**

- Four-Star Deluxe rating from AA
- AA Rosette for dining
- Winner of "London in Bloom" Award 2005

**"A sumptuous small hotel" – The Herald**

**"A little gem" – The Business Traveler**

### **The Old Government House Hotel and Spa, Guernsey**

- Four-Star rating from AA
- Two AA Rosettes for dining
- Visit Guernsey Gold Award 2009

**"Jerome Barbançon.....is cooking the best food on the island" – Hotel Guru, The Telegraph**

## **The Hotel d'Angleterre, Geneva, Switzerland**

- Switzerland's Leading Hotel, World Travel Awards 2008
- Internationally rated as a Five-Star Superior Hotel
- Member of Leading Small Hotels of the World
- Winner of "Commitment to Quality Award for Europe 2005-2006" from Leading Hotels of the World
- Windows restaurant recognised by prestigious Gault Millau guide for 2006, 2007 & 2008 as one of Geneva's top restaurants with a mark of 16/20
- Restaurant Windows recognised in the top ten for Business Lunches according to Swiss German economical magazine Bilanz
- The Leopard Lounge accorded "Hotel Bar of the Year" in Andrew Harper's Hideaway Report 2006
- Condé Nast Traveler's Gold 2004 one of the "World's Best Places to Stay"
- Institutional Investor ranked Hotel d'Angleterre as one of the Best Hotels of the World
- Departures Magazine 2004 -Top 25 Boutique Hotels in Europe

**"...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 cozy 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 cozy rooms with period furnishings" – Harpers and Queen Magazine**

## **The Chesterfield Hotel, Palm Beach Florida**

- 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 behavior" – American Way**

## The Twelve Apostles Hotel and Spa, Cape Town, South Africa

- 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 sixth best hotel in Africa by the Condé Nast Traveler 2009 Readers Choice Awards
- The Azure restaurant, at the Twelve Apostles Hotel and Spa, was, for the second year in succession, presented with a Diamond Award 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
- Runner up in "Best Hotel in Africa" Readers' Choice Awards 2008
- Voted 3<sup>rd</sup> "Best Spa Hotel" in Africa, Middle East and Indian Ocean Islands by Condé Nast Traveler 2008
- Internationally rated as a Five Star Hotel
- Awarded 'Africa's Leading Spa Resort' at 14<sup>th</sup> Annual World Travel Awards, Middle East and Africa, 2007
- Voted 3<sup>rd</sup> "Best Spa Hotel" in Africa, Middle East and Indian Ocean Islands by Condé Nast Traveler 2006
- Member of Leading Small Hotels of the World
- Winner of "The Leading Small Hotels of the World Commitment to Quality Award for Africa and the Middle East" for two consecutive years (2005, 2006)
- The Sanctuary Spa awarded Leading Spa for 2005-2006 from Leading Hotels of the World
- Accredited by Leading Hotels of the World as a member of the Leading Spa of the World
- Condé Nast Readers' Travel Awards voted The Twelve Apostles 9<sup>th</sup> place for "Best Overseas Leisure Hotel in Middle East/Africa & Indian Ocean Islands" and 48<sup>th</sup> place for "The World's Top 100", 2006
- Condé Nast Traveler voted The Twelve Apostles 64<sup>th</sup> and 87<sup>th</sup> place in The World's Favourite Top 100 Hotels, the only hotel to feature twice in this category in 2006
- Condé Nast Traveler, 5<sup>th</sup> place for "Best Overseas Hotels Spas" category 2006
- Voted 5<sup>th</sup> "Best Spa Hotel" in Africa, Middle East and Indian Ocean Islands by Condé Nast Traveler 2006
- Condé Nast Traveler – USA, placed The Twelve Apostles Hotel on their 2003 Hot List as one of the "80 Top New Hotels" in the world 2006
- Travel + Leisure nominated The Twelve Apostles as one of "15 to Watch" and The Sanctuary Spa one of the "World's Best for 2006"
- Voted 6<sup>th</sup> "Best Overseas Leisure Hotel" in Africa, Middle East and Indian Ocean Islands 2005 by Condé Nast Traveler
- The Sanctuary Spa voted 8<sup>th</sup> "World's Best Overseas Spas" 2005 by Condé Nast Traveler
- House & Garden voted The Leopard Lounge one of five "Best Bars" in South Africa
- Harpers and Queen listed The Sanctuary Spa as "One of the 100 Best Spas"
- Gentlemen's Quarterly listed The Sanctuary Spa as "The Best of the Best"
- Gentlemen's Quarterly listed The Sanctuary Spa as "Best Therapies"

**"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 and Wellness Retreat, Cape Town, South Africa**

- 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 the 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 in the Condé Nast Traveller's 2010 Gold List as one of the top three hotels in Africa, Middle East and Indian Ocean for food
- Named Favorite 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 3<sup>rd</sup> annual Condé Nast Traveler 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 Traveler 2009 Gold List
- Forbes Traveler 400 Best Hotels 2008/2009
- Tatler Top 101 Best Hotels in the World 2008
- Winner West Coast Tourism Awards: Tourist Facility 2008
- Diners Club International Diamond Award 2008
- Named in "Best Resort Africa" Category in Condé Nast Traveller's 21<sup>st</sup> Annual Readers' Choice Awards 2008
- A Member of Relais & Châteaux
- Awarded Relais & Châteaux Environment Trophy 2007
- Diners Club International Winelist of the Year 'Award of Excellence' 2006 and 2007
- World Travel & Tourism Council 'Tourism For Tomorrow Awards': Finalist Conservation Award 2006
- GQ Magazine South Africa placed Bushmans Kloof as 'One of the best ten Bush Lodges' 2006
- USA Travel & Leisure voted Bushmans Kloof 1<sup>st</sup> in Africa/Middle East 'Worth the Splurge', 4<sup>th</sup> worldwide for 'Value Overall' and 7<sup>th</sup> in Africa/Middle East 'Worlds Best Service' for 2005
- One of the Top 500 Hotels and Resorts in the World 2005
- Voted 5<sup>th</sup> Top Hotel in the World 2004
- Grand Award Winner of Andrew Harper's Hideaway Report 2004
- Listed Wine Magazine Top 100 Restaurants (2004 and 2005)
- Diners Club International Winelist of the Year 2005 "Award of Excellence"

**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**

## **The Oyster Box, Umhlanga Rocks, South Africa**

- Named by Condé Nast Traveler as one of the Hot Hotels for 2010
- Named by Condé Nast Traveler as one of the Hot Hotel Spas for 2010

**“The restoration of the hotel is masterful, service 12 out of 10” The South African Sunday Times**