

## 2019 UK Heritage Awards **Entry Form**

**ENTRANT DETAILS: Please provide all required fields below:**

Name:

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Job Title:

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Company/Organisation Name:

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Property/Attraction Name:

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Company Address:

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Postcode:

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Tel No/Mobile No:

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Email Address:

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**CATEGORIES BEING ENTERED: Please indicate categories you wish to enter** (tick as required )

- |   |   |
|---|---|
| <input type="checkbox"/> Best Family Day Out                | <input type="checkbox"/> Best Event, Festival or Exhibition |
| <input type="checkbox"/> Great Place to Eat                 | <input type="checkbox"/> Contribution to Heritage           |
| <input type="checkbox"/> Wonderful Place to Stay            | <input type="checkbox"/> Shopping Experience                |
| <input type="checkbox"/> Most Improved Heritage Development | <input type="checkbox"/> Best Loos                          |
| <input type="checkbox"/> Hidden Gem                         | <input type="checkbox"/> Corporate Experience               |
| <input type="checkbox"/> Wedding Venue                      | <input type="checkbox"/> Must Visit                         |
| <input type="checkbox"/> Outstanding Customer Experience    |   |

**Please Note you can enter more than one category, please complete your entry in the**

Relevant category below, any supporting information can be sent separately.

## **Best Family Day Out**

A great day out for a mix of age groups; including play areas, interactive displays, guides, games, trails or activities for children and plenty to occupy Mums, Dads, Grannies and Grandfathers.

Define how you cater for a family of all ages and what is on offer 60 Points

How do you provide learning about the history and for those interested 30 Points

Access and accessibility for people in wheelchairs, with prams etc, 10 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Great Place to Eat

Do you have a tearoom, café, kiosk or restaurant that has exceptional service, serves local produce, home cooked foods, a superb interior or special setting or is out of the ordinary?

Style, décor or setting of tearoom, café or restaurant is unique or memorable 40 Points

Quality and range of what is on offer, and if unique to the area or community 40 Points

Access and accessibility 20 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Wonderful Place to Stay

A wonderful place to stay overnight within the House or immediate surroundings, catered for or self-catered. Visitors will enjoy comfort, style and presentation, uniqueness and empathy with the surroundings.

The physical attributes and range of services provided 40 Points

How is it developed to create an experience for the target market 20 Points

The quality of food and how this is achieved – if applicable 20 Points

Customer Feedback 20 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Most Improved Heritage Development

Recognizing development or improvement to heritage, whether newly discovered, uncovered or restored. Perhaps an artefact, landscape feature or new historical insight.

*Please describe in 200 words below your entry, answering the guidelines above.*

## Hidden Gem

A special place waiting to be discovered i.e. the main house, a folly or chapel or special feature somewhere unexpected in the house.

Originality or uniqueness 50 Points

Experience for the customer 25 Points

Creating awareness and/or educating 25 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Wedding Venue

The ideal place for a wedding, providing a truly memorable wedding day.

Venue provides a range of facilities for the wedding day

40 Points

The quality of the facilities on offer

30 Points

The support service for planning a wedding

10 Points

Customer feedback

20 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Outstanding Customer Experience

Whether it is a place to stay, place to eat, place to visit or an event that a visitor will enjoy, the customer will be bowled over by the experience.

Demonstrate a company-wide customer service commitment 40 Points

Evidence of a clearly communicated customer service policy 20 Points

Good customer care, which has generated repeat business 40 Points

*Please describe in 200 words below your entry, answering the guidelines above.*



## Best Event, Festival or Exhibition

An original event, an outstanding festival, a concert or opera, temporary exhibition, community project or temporary commercial enterprise.

Clear objective, outcome and plan 30 Points

Professional execution 40 Points

Contribution to History and/or local community 30 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Contribution to Heritage

Recognizing the contribution to advancing the world of Heritage and increasing knowledge and understanding in society at all levels and age groups by an individual

Uniqueness and/or originality 60 Points

Contribution to educating and awareness 40 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Shopping Experience

A really exciting retail experience, with a range of original or unique offering, local products, excellent merchandising and display, well trained staff and demonstrable success.

Quality, range and relevance of what is on offer 50 Points

The layout and experience offered to the customer 20 Points

Marketing for success 30 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Best Loos

Public toilets provided for visitors which are not only clean and well maintained but which have a little heritage flair.

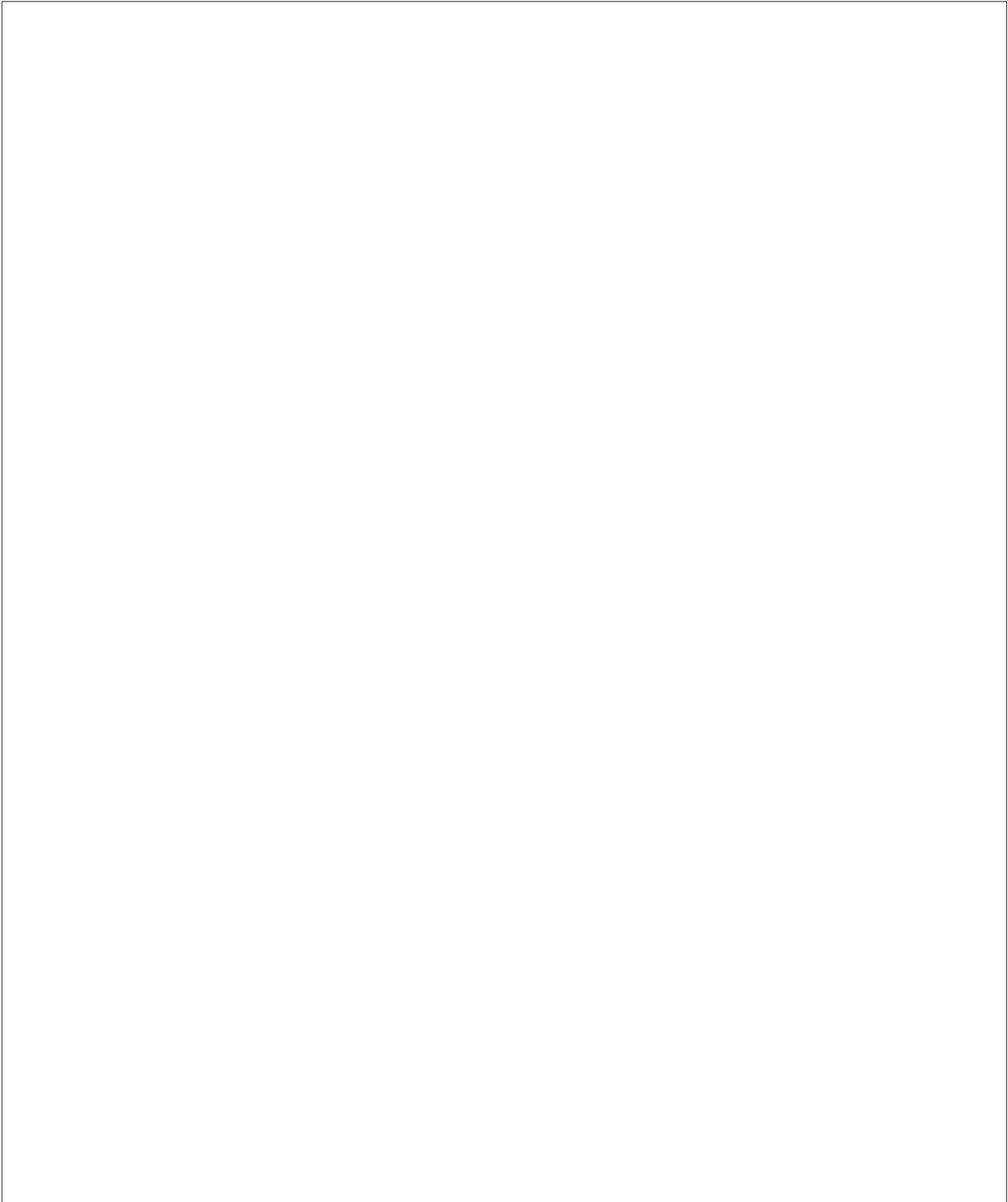
Unique and/or originality

50 Points

Quality of facilities provided

50 Points

*Please describe in 200 words below your entry, answering the guidelines above.*



## Corporate Experience

The ideal place for a corporate event, providing excellent facilities and services.

Venue provides a range of facilities for the event

40 Points

The quality of the facilities on offer

30 Points

The support service for planning an event

10 Points

Customer feedback

20 Points

*Please describe in 200 words below your entry, answering the guidelines above.*

## Must Visit

Recognition for a site, building, monument or place worth visiting. It should be unique and interesting enough for the visitor to go away talking about it and encouraging people to visit. It must be historical, educational or provide background that makes it worth visiting.

Information and background clearly provided and understood

60 Points

Accessible and easy to identify

40 Points

*Please describe in 200 words below your entry, answering the guidelines above.*