

RIBBLE
VALLEY

STARS IN
TOURISM
AWARDS

2020

Promoting Quality in Leisure and Tourism in Ribble Valley

Ribble Valley is a wonderful and unique visitor destination and we are very proud of our many quality tourism businesses that make it so special.

The Ribble Valley Tourism Association (RVTA) is a collection of these very same businesses, including: Accommodation, hospitality, retail, manufacturing, and visitor attractions, each of which works hard to make visits to the area memorable and enjoyable.

The RVTA works together with the Council to encourage the development and improvement of quality tourism in Ribble Valley developing partnerships and networks whilst making sure they are sensitive to all who live and visit here.

To find out more go to www.rvta.co.uk

Like many events over the last year, the Ribble Valley Tourism Awards, have had to adapt and do things slightly differently. However, the celebration and enthusiasm for Ribble Valley's wealth of tourism talent and innovation remains as present as ever, and great joy was had in handing out this year's awards.

This year has brought challenges like no other to our local businesses. Pure resourcefulness, creativity and hard work have seen individuals and teams find ways to meet this year's challenges head on.

I would like to thank everyone for taking part and to Harrison Drury for their generous sponsorship. I would also like to congratulate all the award winners.

Looking forward to a collectively bright future in local tourism, this year's Ribble Valley Tourism Awards recognise all the hard work and high quality across the board, that make Ribble Valley such a special place to live and visit.



AMANDA DOWSON
CHAIR, RIBBLE VALLEY TOURISM ASSOCIATION

EXCELLENCE IN FOOD TOURISM

THE RED PUMP INN

The Red Pump Inn prides itself on its high quality, and specialises in serving the finest dry aged steak, sourced from award winning butchers and farmers. Their ethos is exceptionally good, uncomplicated food served with passion. The Red Pump Inn is a firm favourite with locals and visitors alike, earning it many rave reviews and this year's RVTA Excellence in Food Tourism.



NEW BUSINESS

THE WHITE BULL

Having been closed for some time, The White Bull at Ribchester has been transformed into a popular drinking and dining venue for visitors as well as the local community. The owners, the Brooks family, have tastefully refurbished the building and created another exquisite dining venue for Ribble Valley. The White Bull also has attractive en-suite accommodation, adding further value to the destination.

FARM DIVERSIFICATION



LITTLE OAKHURST

Andy and Joanne Collinge are two very hard-working Ribble Valley 'Stars in Tourism' at Overhacking Farm, Stonyhurst, near Hurst Green. They win an award for 'Farm Diversification', having created a number of beautiful glamping experiences on their farm. With stunning views of Pendle Hill, their 'Little Oakhurst' development of yurts and Shepherd's hut offer the ultimate glamping experience, with wood-fired hot tubs, campfires and onsite kitchen area. They create a tranquil experience that is back to nature and yet presented in wonderful high quality. A great new development and beautiful addition to the Ribble Valley Tourism experience, worthy Stars in Tourism.

CREATIVE BUSINESS

POTTER'S BARN

Potters Barn, Ribchester is both a popular and quirky business located in the heart of the village where it provides amazing food and a unique shopping experience in a very homely atmosphere.

The team, under the guidance of owner Charlotte Hutton, are always thinking up new ideas to develop the business, including live art and entertainment events, as well as making visitors always feel welcome to come in and paint whilst enjoying a cuppa. For these reasons, Potters Barn has been awarded the award for 'Creative Tourism'.



INNOVATION IN TOURISM

PLM HEALTH AND FITNESS

PLM health and Fitness, based in Whalley, has brought the highest quality health and fitness facility to the heart of Ribble Valley, focusing on a holistic approach to health and wellbeing. Through their bespoke regimes, they continue to encourage, educate and inspire all members and clients to achieve their aims in state-of-the-art 24/7 facilities. The company have been particularly keen to extend their offer to visitors / tourists to Ribble Valley, and have created membership packages accordingly. Such high quality facilities and a progressive approach to fitness have earned PLM Health & Fitness this years' RVTA Innovation in Tourism Award.



RIBBLE VALLEY MARKETING

RIBBLE VALLEY GIN

Ribble Valley Gins has gained a reputation as one of the area's finest home-made products. Owners Justine & Luke, have worked hard from their distillery in Longridge to create award winning new products, full of local Ribble Valley flavour. They have become familiar faces at national trade shows, as well as more locally, at food and country festivals. Their RVTA Ribble Valley Marketing Award recognises their hard work, and in particular, the way in which their business celebrates the Ribble Valley identity, portraying the name onto national and international stages.



ENVIRONMENTAL EXCELLENCE

HACKINGS CARAVAN PARK

Hackings Caravan Park has become something of a 'centre of environmental excellence', winning many awards nationally for its conservation, recycling and energy efficiency. They have an on-site composting facility and have also created a butterfly garden, wild flower meadow, and installed bat boxes, nest boxes and bee and insect houses. This year the award for Environmental Tourism has been made in recognition of the hard work of the Hackings family and their staff in creating a better environment within Ribble Valley.

RURAL TOURISM

GISBURN FOREST HUB

This year's Rural Tourism award goes to Gisburn Forest Hub Café. A lot of us are enjoying more time spent in the great outdoors at the moment, and this is the ideal place to visit for sustenance during adventures in Gisburn Forest. One of the more remote businesses in Ribble Valley, this hard working, friendly and committed team have truly put themselves on the map, earning them this year's award.



QUALITY TOURISM



THE CHICKEN SHED

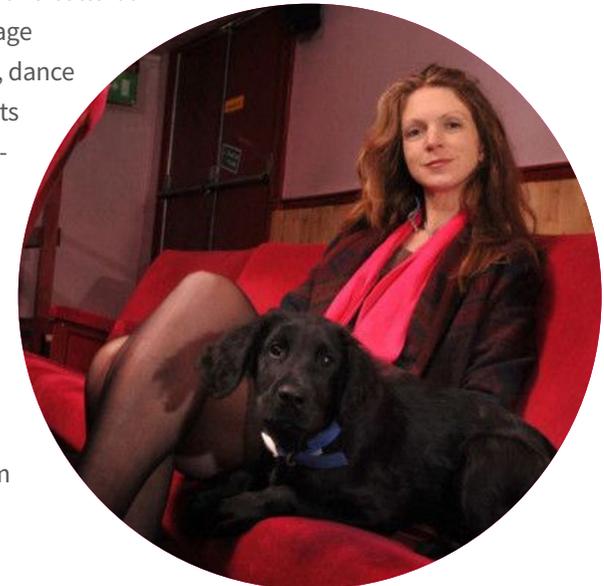
Irene Armiet and Duncan Phillips are the owners of 'The Chicken Shed', a beautiful new self-catering cottage located right on the side of Pendle Hill. The Chicken Shed has been quite rightly awarded the 'Quality Tourism' award as an outstanding development, created with artistic flair in an inspiring location. Irene and Duncan transformed an old redundant building into industrial chic accommodation for guests to have a stay of the upmost luxury.

TOURISM IN THE COMMUNITY

LARA HEWITT

DIRECTOR- PALACE CINEMA

Lara Hewitt has poured heart and creativity into Longridge's Palace Cinema. Over the years she has developed this independent traditional cinema into a community and cultural hub with film sharings, live music, stage productions, book clubs, workshops, dance classes, art exhibitions, comedy nights and much more. There are dementia-friendly, autism-friendly, toddler-friendly and dog-friendly special film screenings regularly at the Palace Cinema. Lara also has a keen eye for supporting local artistic talent, and regularly on the bill are musicians, poets and artists from the local area. A true credit to tourism and culture in the local community.





EXCELLENCE IN CUSTOMER SERVICE

RAMUNE VOROBYOVA

BASHALL BARN

Ramune Vorobjova is a popular face at Bashall Barn, where she makes all visitors welcome, whether they are there to shop, for afternoon tea or as part of a wedding party. Her attention to detail is exceptional and her customer care skills are outstanding, making this RVTA Customer Service Award well deserved.

EXCELLENCE IN CUSTOMER SERVICE

JULIE DRINKALL

THE RED PUMP

Julie is an integral part of the Red Pump Inn and is accomplished across many aspects of the running of the business, including Front of House, Housekeeping, Billing and Bar Service. In winning this RVTA Excellence in Customer Service award, her dedication, attention to detail and focus is recognised, as well as the care and diligence she gives to her work.



TEAM EXCELLENCE IN CUSTOMER SERVICE

BOWLAND FOOD HALL

It's all smiles at Bowland Food Hall where they have been recognized for their 'Team Excellence in Customer service'. The team have worked hard since it opened, including the current particularity difficult year! They continually adapted and improve the service and have been the subject of numerous positive customer compliments.



CUSTOMER SERVICE

FOXFIELDS

Since its creation Artisan has received much recognition for the quality of its food and the beautiful dining experience that has been created. Artisan delivers a food celebration on county pride and Ribble Valley love and this award complements those achievements by recognising the quality of customer experience that is delivered by the dedicated and hardworking team.

INSPIRATIONAL MANAGER

ANDREW THOMPSON WADDINGTON ARMS

Andrew Thompson is the manager of the Waddington Arms and wins a special award for 'Inspirational Manager'. Andrew is held in high regard by his team of staff, his customers and indeed, by the local community. In his role as Manager, Andrew has overcome many challenges in recent times, which he has done with total professionalism. A well-deserved award for an Inspirational Manager.



UN Sung HERO



ANONA YATES WILD BOAR PARK

Anona Yates is an 'Unsung Hero' of the local tourism scene, in her various roles at the Wild Boar Park, Chipping! New owners have taken over at the park at Anona has played a pivotal role at the heart of the business, growing the customer base and being involved with refurbishments across every aspect of the business. Popular with her colleagues and customers, Anona is an 'Unsung Hero' of Ribble Valley worthy of celebrating.

UNSUNG HERO

BETH REEVE

JAMES' PLACES

An award for Unsung Hero has gone to Beth Reeve, who works very much 'behind the scenes' at one of the Ribble Valley's major tourism enterprises, James Places. Beth produces every piece of print and digital content for their nine businesses whether that be a menu, advert, flyer or brochure. Whilst she operates very much out of the public sight, her work directly impacts the customer experience, making her justifiably a rightful recipient of this award.



RISING STAR

JOE MOGGERIDGE

STANLEY HOUSE HOTEL & SPA

Joe Moggeridge is Deputy Banqueting and Conference Events Manager at Stanley House Hotel and Spa, where he has made the most of the development opportunities available to progress through the organisation. He wins the Ribble Valley Tourism Award for 'Rising Star' and is described in his nomination as an inspirational manager with a charming and friendly character, who builds excellent relationships with clients, and regularly receives glowing testimonials for his professionalism and customer service.



RISING STAR

MAX HEYWOOD

SPREAD EAGLE AT SAWLEY

Max Heywood is indeed a Ribble Valley Rising Star in tourism, and thoroughly earning this award for his enthusiasm and dedication to his work. He is part of the day-to-day management team where he is highly thought of by customers and staff. He is currently embracing the changes in the company and eager to get back to work!



TEAM OF THE YEAR

STONYHURST ENTERPRISES

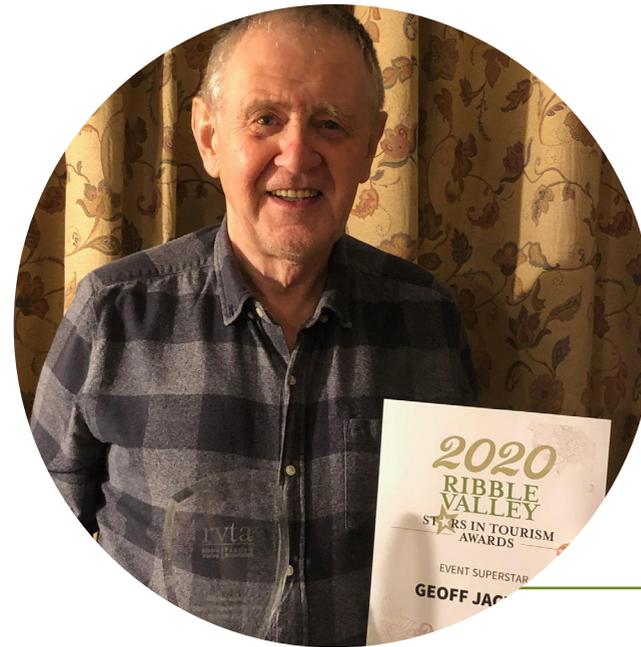
The Stonyhurst Enterprises Team are a young and tight knit organisation, with a very wide remit. They have proved their professionalism and efficiency through events and programmes held at Stonyhurst College, including Wedding Fairs, Antique Fairs, Summer Schools and Literary Festivals. They are worthy winners of this year's RVTA Team of the Year award for their reliability and growing success, year after year.



SPECIAL MEMBERS AWARD

MARILYN DAVIES

Marilyn Davies of Chestnut Cottage, Worston, has been a loyal member of Ribble Valley Tourism Association since its inception. She has supported countless events and activities, and encouraged others into participation. She also supports the Forest of Bowland activities. She is well known in the local tourism scene and the judging panel are keen to recognise her loyal support over many years with a Special Members Award.



EVENT SUPERSTAR

GEOFF JACKSON

RIBBLE VALLEY JAZZ & BLUES

A founder member of Ribble Valley Jazz and Blues, Geoff has invested many thousands of hours of his time into providing enjoyment for others, in various roles including treasurer and Chairman of Ribble Valley Jazz. He has also played a major part in developing the annual jazz festival which has become one of the region's most important live music festivals, attracting thousands of visitors into Ribble Valley. For all this dedication to an event enjoyed by so many, he has earned this year's RVTA Event Superstar.

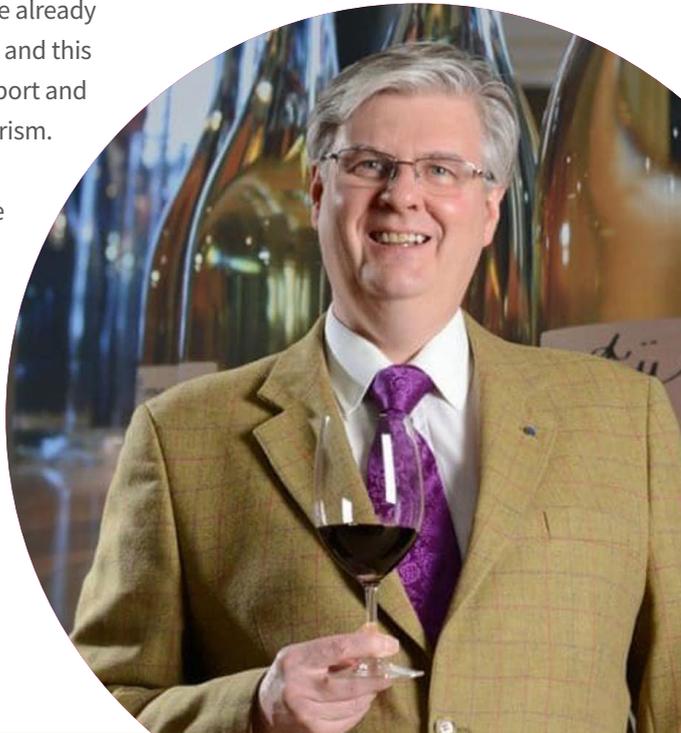
LIFETIME ACHIEVEMENT AWARD

CRAIG BANCROFT

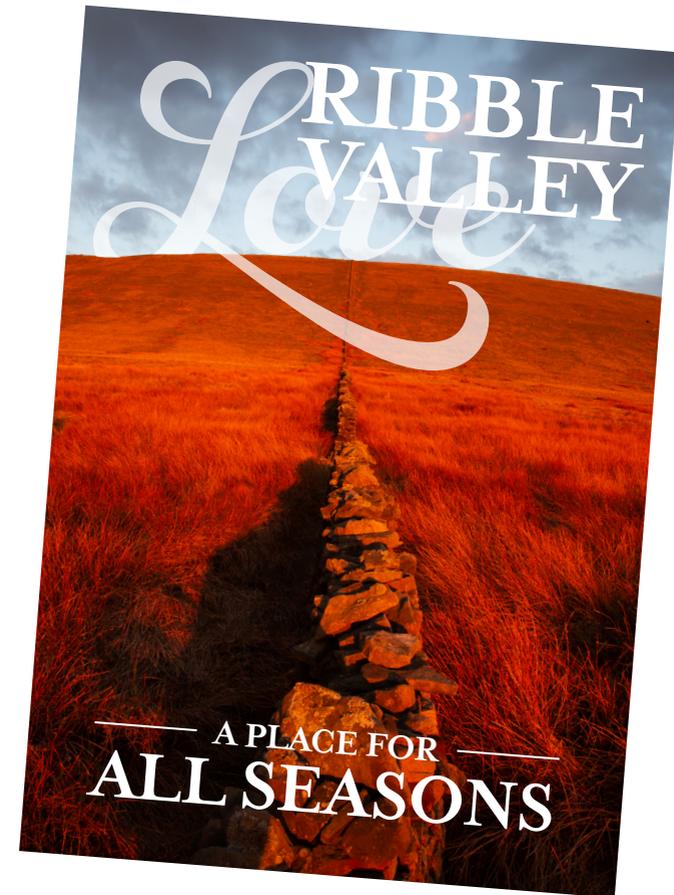
A very worthy winner of the RVTA Lifetime Achievement Award is Craig Bancroft, Managing Director at Northcote Hotel. Craig is well known for his passionate support of tourism and for the hospitality sector in particular.

His professional achievements are already numerous and well documented, and this award is in recognition of his support and commitment to Ribble Valley Tourism.

The Lifetime Achievement Award recognises his ambassadorial role for the industry, which is set to continue for the years to come and we are lucky to have him here in Ribble Valley.



DISCOVER MORE
STARS OF TOURISM
IN OUR NEW GUIDE.



AVAILABLE NOW ON





Love **RIBBLE VALLEY**



Ribble Valley
Borough Council

www.ribblevalley.gov.uk