

Robinson College

Robinson College, Grange Road, CAMBRIDGE, Cambridgeshire, CB3 9AN, England

Summary

STAR RATING

★★★★

SCHEME

Campus

QUALITY SCORE

82%

VISIT DATE

08 September 2025

VISIT TYPE

Day Assessment

CONTACT

Mel Searle Head of Conference and Events Services

Robinson College, Cambridge has achieved a safe Four Star Campus rating once again this year. The overall score is placed high in the banding and key areas are also well positioned for this rating to comfortably meet guest expectations. The ongoing investment and refurbishment of the accommodation stands in very good stead for the future.

The walk round took place with Mel Searle, Head of Conference & Events Services, and new Head Housekeeper, Pauline Walker, who are both thanked for the time taken. Business was reported to have been very good again over the summer and all the team are wished another positive and successful year ahead.

Quality Rating

How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of Three to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

3 STAR

60% - 74%

4 STAR

75% - 84%

5 STAR

85%-100%

	SCORE	PERCENTAGE	RATING
Exterior	9	90%	
Building Appearance	5		
Grounds/Gardens/Frontage	4		
Cleanliness	15	100%	
Bedrooms	5		
WCs/Bathrooms/Shower Rooms	5		
Public Areas	5		
Bedrooms	28	80%	
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds & Bedding	4		
Accessories	4		
Space/Comfort/Ease of use	4		
Bathrooms & WCs	28	80%	
En-suite Provision	4		
Decoration	4		
Sanitary Ware & Fittings	4		
Flooring	4		
Lighting/Heating/Ventilation	4		
Towels & Toiletries	4		
Space/Comfort/Ease of use	4		
Public Areas	32	80%	
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating	4		
Space/Comfort/Ease of use	4		
Range of Extra Facilities	3		
Public Toilets	4		
Tourist Information	4		
Dining Room/Restaurant	20	80%	
Decoration	4		
Furniture/Fittings/Furnishings	4		
Flooring	4		
Lighting/Heating	4		
Space/Comfort/Ease of use	4		

Exterior

The distinctive red brick buildings continue to be maintained very well and the colourful seasonal planting is well-tended and adds to interest around the external spaces. Surrounding grounds and gardens are also being maintained extremely well. The campus benefits from a quiet location on the outskirts of the city, with bus links close by, and the city centre easily accessed via a pleasant walk along quiet lanes crossing the river.

Cleanliness

Excellent standards of cleanliness are being maintained, a real credit to Pauline and the hard work of the team. Surfaces were polished and high and low levels in bedrooms were kept clear of dust. Carpet was thoroughly vacuumed and free of marks. Linens and soft furnishings were immaculately laundered and the beds neatly dressed. Kettles were clear of limescale inside, and tea trays were all clean and neatly presented.

Bathrooms with clear attention to the appearance of decorative finishes and the chrome fittings and mirrors buffed and polished. Pipework and extractors were clear of dust and debris.

Public areas are also proactively maintained and presented very well, and external housekeeping is a strength.

Bedrooms

Paintwork was in fresh order in all rooms seen and the carpet well laid and soft underfoot.

Sturdy wooden furnishings provide ample hanging and storage space and there are generously sized desks, comfortable seating, and full-length mirrors. Blackout curtains ensure effective light exclusion and are of a high quality.

Heating is controllable and there is effective task lighting at bedsides and at desks. Ample power sockets and USB ports in newer rooms.

Sturdy bed bases with deep mattresses remain firm to the touch and appearing supportive.

Pillows were plump and white linens freshly laundered and very well pressed. Colourful coordinated soft furnishings add to the overall finish.

A useful range of accessories include beverage trays, Roberts radio/alarm wi-fi and fridges in twin and double rooms. All pertinent campus information can be accessed via a QR code provided in the rooms.

The rooms are all of a comfortable size and have been thoughtfully arranged and appointed.

Bathrooms & WCs

The ensembles and shared rooms viewed were all presented to a high standard. Durable tiled or wet-wall finishes with seals in fresh order, even where older in style.

Durable flooring is well laid and hygienic.

Sanitary ware and fittings are being very well maintained. Many rooms have a bath with shower over and some rooms have a modern corner shower enclosure, as was seen in F16.

Heated towel rails ensure warmth and the room and mirror lighting is effective to aid tasks.

Extraction appeared to be in efficient working order.

Towels and bath mats are thick and well laundered, and a pack of college branded sachet toiletries adds to convenience; small bottles have now been discontinued to be more eco-friendly. It is also planned to add dispenser handwash in place of the wrapped hard soap.

Public Areas

The Porters' Lodge is the reception for arriving guests and is staffed by friendly and helpful team members.

Guests have access to the attractive and welcoming Red Brick Café/bar for purchase of hot beverages and light snacks during the day and a bar in the evening.

Dining Room/Restaurant

The Garden Restaurant was seen in use. It continues to present very well to the decoration and new carpet has been fitted this year. Very good furnishings, and the tables and chairs well arranged for use. The servery appears to be well configured for an efficient service flow. Food smelled and looked most appetising.

Accommodation Seen

F9, F12, F16, J9, J10, Set 30 were seen.

Website Feedback

Website reviewed: www.robinson.cam.ac.uk/conferences/stay

A laptop Google search for campus B&B accommodation in Cambridge did not find the College listed independently in the first 5 pages.

When using the property name the College was top of the first page after the sponsored listings and the entries on Booking.com and Trivago were prominent.

The entry on TripAdvisor has only 3 reviews, with one new added this year and the others very out of date. Consider encouraging more reviews and making use of management responses.

The webpage offers a good level of information regarding the room styles and facilities for conference and B&B guests, and a small gallery of photos gives a good overview of the accommodation but some of these could be updated to reflect the new styling.

There is very good information about the locality and a clear online booking link and contact information.

The Service Guarantee and Award section needs updating as there is reference to Quality in Tourism 2019. This organisation is not part of the assessment process and the quality rating should refer to VisitEngland only.

Comprehensive Access information is clearly promoted via the AccessAble Guide.

Social media is being proactively managed regarding the College and activities.

Recommend that your Rated Trips page is updated - a free service as part of your scheme membership. 20 quality photos should be included and updating is needed to reflect changes made. You can manage your own details on the Membership hub portal at www.Ratedtrips.com and you can activate or reset your password at:
<https://business.ratedtrips.com/user/password>

Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

Name	Robinson College
Standard	Campus
Designator	Campus Block
Rating	4 Star

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

Specialities (optional)

These have not been awarded or assessed.

Useful Numbers

Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

VisitEnglandAssessmentServices@aamediaigroup.co.uk

Assessment Services Accounts

All financial and payment enquiries

01733 207324

VECreditControl@aamediaigroup.co.uk

Useful Links

Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs and showcase your facilities.

<http://www.ratedtrips.com/update-your-profile>

Business Support

Advice and support for your business, including training opportunities and discounts.

www.ratedtrips.com/business-support

Participant Benefits

Exclusive offers and discounts to help your business

www.ratedtrips.com/participant-benefits

Participant offers and discounts



Discover more at www.ratedtrips.com/participant-offers

Got a question? – email us at contact@ratedtrips.com

VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.