

## **Gilson Hotel worker and guests find 'bloodied mattresses and bed bugs in disgusting rooms'**

Hull's Gilson Hotel has also come under fire on TripAdvisor

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A former employee of a Hull hotel claims guests have been sleeping on dirty mattresses riddled with bedbugs.

The worker said that he was left "shocked and disgusted" by what he saw inside The Gilson Hotel.

The Anlaby Road hotel closed its kitchen down voluntarily last week following a visit from health inspectors at Hull City Council.

Despite its previous four out of five hygiene rating, achieved in February 2018, the hotel's management team have said they closed the kitchen as part of a process to "review everything". They said they are happy with the standards of the hotel and are open to feedback.

Guests have recently left reviews on TripAdvisor saying the hotel is "disgusting", "the biggest poo hole I've ever stayed in" and "like a hostel".

The worker claimed he found flies inside a vinegar bottle and bloodied beds from guests who had been bitten by bedbugs.



One of the beds at the hotel

He said: "It's disgusting, shocking and dirty - that's how I would sum it up. No one should stay. There was blood all over the bed.

"I was there when a couple kicked off about paying an extra £100 for a room. They had paid £129 for a basic room that should have been £27 because after midnight, there is an additional charge of £100 if you check in.

"The place is a dump, I cannot lie about that, look at the TripAdvisor reviews for God's sake.

"The owners just don't care, but they've actually taken on a manager from the Hilton to try and sort it all out, that's how bad it actually is.

"I've stayed there before in Hull and working there is just totally worse and the states of the rooms are bad - if there are any issues, they will say get away from the building."

He added: "It really opened my eyes working there. It was just a total waste of my time working there.

"I was asked to do other jobs - not just my own - like doing their IT because they have no one to do their systems."



A picture of a stained mattress at The Gilson Hotel

A similar theme has appeared online in negative reviews following people's stays at the same hotel.

One posted on TripAdvisor: "Would never stay there again, I've seen homeless people with more class. It was that bad the bed bugs even had to get a wash. Outdated furniture and decor. And omg the lady on reception .. needs fumigating."

Another said: "I don't normally write reviews, and ive stayed in a lot of cheap hotels all over the world.

"This place is the biggest poo hole I've ever had the misfortune to stay in. The staff are nice, but thats about it. EVERYTHING is disgusting, its like its not been cleaned in the last 20 years.

"The beer in the bar is off, the Pepsi in the bar had large chunks of slime in it. Drug addicts freely walking in and harassing guests. I have one more night to stay here.

"I will be leaving in the morning and checking in to literally anywhere else that has a room. Even a cardboard box would be an upgrade."

Another guest likened their visit to the 59-room hotel to "like staying at a hostel".

### **'This is the worst hotel in England'**

They wrote: "Omg this is the worst hotel ever that we have been in it looked awful as soon as we pulled up outside, the place was very hot inside the reception area, wasn't happy when told we had to leave a £50 deposit if any breakages fgs the place was wrecked, we booked for 2 days for my birthday treat and was very disappointed, when we got to our room it was awful very tired looking grubby curtains bugs in the room as the place must have had there heating on full blast even though it is summer.

"There were no toiletries in the bathroom just 1 toilet roll and smelly towels when you ran the water you could smell the drains up from the plug hole and you had to keep toilet seat down as it had an awful smell to, after the 1st night we checked out would not have been able to stop there another night we bought a pack of water as didn't want to use water in the bathroom it was that bad we are glad we didn't book breakfast there because I would not have had it worst hotel in England do please go elsewhere do not waste your money.

"It is awful it, needs knocking down can not believe booking.com have got this on their web site they need to look at the place again and take it off."



Gilson Hotel (Image: Peter Harbour)

However, other reviewers have praised the hotel for being cheap and close to the city centre.

One said: "If it's a quick head down you want then no problem but if it's a nice nights get away then this place isn't for you. Didn't bother us as didn't arrive until late on the evening and out first thing in the morning.

"You do get what you pay for. Very cheap budget hotel!"

#### *The latest food hygiene ratings*

Another wrote: "The hotel from the outside looked very tired and dated. But on the inside it wasn't bad. The rooms were clean and spacious and the beds extremely comfortable."

Overall, the hotel has had 493 reviews with 133 describing it as terrible, 55 as poor and 115 as average.

A total of 115 people said it was very good while a further 72 said it was excellent.

'We want to give people the best experience and service'

A spokesperson for Gilson Hotel said: "We voluntarily closed our kitchen - not because we were told to. We took it upon ourselves [to close it] because we needed to go through.

"We closed everything [in the kitchen] and [are in the process of] reviewing everything [in the kitchen].

"We have reasons to believe these accusations have made from an ex-trainee who is maliciously trying to bring down the business and the police have been informed. Those rooms are absolutely fine. We are happy with the standards that are set.

"We feel like we have been unfairly tarnished by this ex trainee. At the end of the day we are trying our best and want to give people the best experience and service and we always take any feedback on board."

What Hull City Council says

Hull City Council said the food service element of the hotel's restaurant was voluntarily shut down following a visit from environmental health inspectors.

A spokeswoman for the council said: "An inspection was recently carried out at the Gilson Hotel and the new score will be uploaded soon. The food service element was voluntarily closed during the inspection but the hotel and bar remain open."

Responding to the criticism, the hotel says it is open to feedback, but says it is "happy" with the standard of the hotel.