

## Bishop's Palace and Gardens

Bishop's Palace and Gardens, WELLS, Somerset, BA5 2PD, England

### Summary

RATING	SCHEME	OVERALL QUALITY SCORE
Quality Assessed	Visitor Attraction	95%

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VISIT DATE	VISIT TYPE	ASSESSOR
02 April 2026	Day Assessment	Julia Morris

DEBRIEF CONTACT  
Merryn Kidd Chief Executive

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The Bishop's Palace and Garden (hereafter Bishop's Palace) maintains its position as a leading visitor attraction with excellent scores across all categories of the 2026 assessment. The quality rating score this year is 95%: a 1% rise on last year's score of 94%. This makes the Bishop's Palace eligible for nomination for the Gold Attraction Accolade and the Quality Food and Drink once more. These nominations will be passed to VisitEngland for consideration later this year. Congratulations to the staff and volunteer team for this considerable achievement.

The debrief was done, on-site with Merryn Kidd, who is now Chief Executive, on the 2nd April 2026. She and the management team continue to search for ways to provide the best visitor experience across the site but in ways that are sustainable financially and environmentally. Cooperation and links with other Wells attractions e.g. the cathedral and Visit Somerset are help confirm The Bishop's Palace's status as a leading visitor attraction in the county. On the other hand there is also a sense that the Palace is a resource for local people. The community gardens, the role of volunteers, events with a local theme and the emphasis on families are all part of this important ethic. The fact, for example, that the restaurant has regulars known to the staff and the success of the annual membership cards are testimony to this.

Particular note should also be made to the work done here for environmental sustainability. This extends from fuel sources to local food and gardening practices. The Regenerative Tourism Guide (see below) may be of particular interest to the team.

In summary this was an excellent visit to a site that successfully delivers for its range of audiences and has reached a point of maturity where the visitor experience is developed across all areas.

Further Resources and benefits are available for Visitor Attractions from VisitEngland: