

Guest: MrMorgan Radcliffe | In/Out: 30/08/2025 - 07/09/2025 | Source: Booking.com B.V.

Updated: 05 Sep 20:20 | Status: CLOSED | Importance: LOW | Type: POSITIVE | Room: 176

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MsBlake Claremont | In/Out: 29/08/2025 - 12/09/2025 | Source: Marriott Blended

Updated: 05 Sep 20:20 | Status: OPEN | Importance: LOW | Type: NEGATIVE | Room: 700

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrTaylor Smithson | In/Out: 01/09/2025 - 09/09/2025 | Source: Tui Uk Ltd

Updated: 05 Sep 20:20 | Status: CLOSED | Importance: LOW | Type: NEUTRAL | Room: 343

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrSage Browley | In/Out: 04/09/2025 - 12/09/2025 | Source: Trailfinders Ltd

Updated: 05 Sep 20:20 | Status: OPEN | Importance: MEDIUM | Type: NEGATIVE | Room: 644

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrTaylor Dawkins | In/Out: 04/09/2025 - 06/09/2025 | Source: Individual

Updated: 05 Sep 20:20 | Status: OPEN | Importance: MEDIUM | Type: NEUTRAL | Room: 280

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MsDrew Browley | In/Out: 29/08/2025 - 09/09/2025 | Source: Trailfinders Ltd

Updated: 05 Sep 20:20 | Status: OPEN | Importance: HIGH | Type: NEGATIVE | Room: 331

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MsSkyler Torrance | In/Out: 29/08/2025 - 07/09/2025 | Source: Jet2holidays Ltd

Updated: 05 Sep 20:20 | Status: CLOSED | Importance: MEDIUM | Type: NEGATIVE | Room: 376

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MsHarper Radcliffe | In/Out: 31/08/2025 - 06/09/2025 | Source: Jet2holidays Ltd

Updated: 05 Sep 20:20 | Status: CLOSED | Importance: MEDIUM | Type: NEGATIVE | Room: 284

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrBlake Iverson | In/Out: 30/08/2025 - 11/09/2025 | Source: Tui Uk Ltd

Updated: 05 Sep 20:20 | Status: CLOSED | Importance: MEDIUM | Type: NEGATIVE | Room: 268

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrShawn Prescott | In/Out: 31/08/2025 - 07/09/2025 | Source: Expedia VCC

Updated: 05 Sep 20:20 | Status: OPEN | Importance: LOW | Type: POSITIVE | Room: 354

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsRowan Iverson | In/Out: 04/09/2025 - 12/09/2025 | Source: Expedia VCC

Updated: 05 Sep 20:20 | Status: OPEN | Importance: HIGH | Type: NEGATIVE | Room: 568

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MsJordan Smithson | In/Out: 02/09/2025 - 09/09/2025 | Source: Individual

Updated: 05 Sep 20:20 | Status: OPEN | Importance: MEDIUM | Type: NEGATIVE | Room: 231

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsDrew Morrison | In/Out: 04/09/2025 - 10/09/2025 | Source: Trailfinders Ltd

Updated: 05 Sep 20:20 | Status: OPEN | Importance: LOW | Type: NEGATIVE | Room: 360

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrJordan Prescott | In/Out: 29/08/2025 - 11/09/2025 | Source: Tui Uk Ltd

Updated: 05 Sep 20:20 | Status: OPEN | Importance: MEDIUM | Type: POSITIVE | Room: 448

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsCasey Kingsley | In/Out: 31/08/2025 - 06/09/2025 | Source: Expedia VCC

Updated: 05 Sep 20:20 | Status: OPEN | Importance: HIGH | Type: POSITIVE | Room: 246

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsDrew Iverson | In/Out: 04/09/2025 - 07/09/2025 | Source: Individual

Updated: 05 Sep 20:20 | Status: OPEN | Importance: LOW | Type: NEUTRAL | Room: 775

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsMorgan Browley | In/Out: 31/08/2025 - 10/09/2025 | Source: Trailfinders Ltd

Updated: 05 Sep 20:20 | Status: OPEN | Importance: HIGH | Type: NEUTRAL | Room: 596

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsRowan Iverson | In/Out: 29/08/2025 - 09/09/2025 | Source: Booking.com B.V.

Updated: 05 Sep 20:20 | Status: CLOSED | Importance: LOW | Type: NEGATIVE | Room: 476

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsRowan Sterling | In/Out: 01/09/2025 - 08/09/2025 | Source: Trailfinders Ltd

Updated: 05 Sep 20:20 | Status: CLOSED | Importance: MEDIUM | Type: NEGATIVE | Room: 599

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.

Guest: MrsAvery Graydon | In/Out: 01/09/2025 - 09/09/2025 | Source: Individual

Updated: 05 Sep 20:20 | Status: OPEN | Importance: MEDIUM | Type: POSITIVE | Room: 574

Case: Guest reported an unusual issue with the room, mentioning noises, unexpected smells, or minor service delays. Staff were informed immediately and provided assistance.

Action: The team followed up, reassured the guest, and offered alternatives where possible. Guest appreciated the support and will be monitored for further feedback.