

Report Summary - 24th March 2015 - 31st March 2015

Survey: Rockliffe Hall Spa Experience Survey

Status: **Launched**

Total Responses: 4335

Created Time/Date: 05:46 21st Nov 2013

Filtered Responses: 46

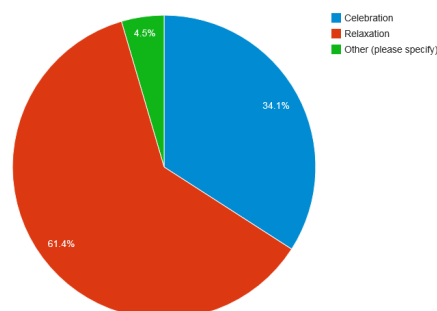
Modified Time/Date: 16:56 16th Mar 2015

Responses Excluded: 4289

Question 1: What was the primary purpose of visit?

Answers: Responses:

Celebration	15 / 34.1%
Relaxation	27 / 61.4%
Staying in hotel	0 / 0%
Other (please specify)	2 / 4.5%



Answers: Result Set:

mothers day treat	4310
Xmas gift	4320

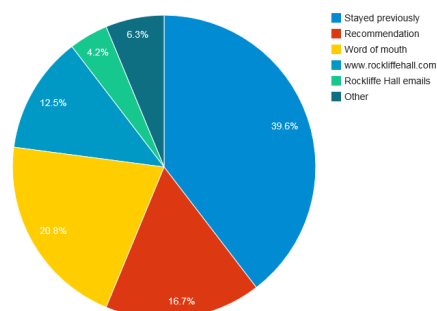
TOTAL CLICKS 44

TOTAL RESPONSES 44

Question 2: How did you hear about us?

Answers: Responses:

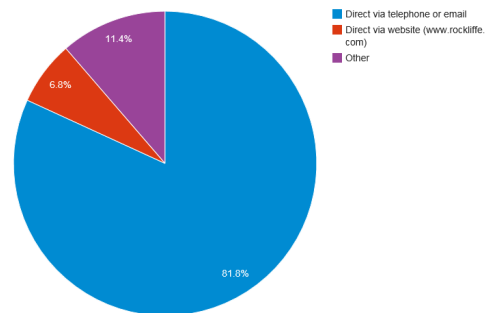
Stayed previously	19 / 39.6%
Recommendation	8 / 16.7%
Word of mouth	10 / 20.8%
Member	0 / 0%
Advertisement	0 / 0%
www.rockliffehall.com	6 / 12.5%
Internet search	0 / 0%
Travel Agent	0 / 0%
Magazine article	0 / 0%
Organisation booked	0 / 0%
Social Media	0 / 0%
Trip Advisor	0 / 0%
3rd Party Travel Website	0 / 0%
Rockliffe Hall emails	2 / 4.2%
Other	3 / 6.2%



Answers:	Result Set:
Friend booked it and had been before	4314
A mothers Day gift from my daughter.	4325
Gift	4329
TOTAL CLICKS	48
TOTAL RESPONSES	48

Question 3: How did you book?

Answers:	Responses:
Direct via telephone or email	36 / 81.8%
Direct via website (www.rockliffe.com)	3 / 6.8%
3rd Party Agent	0 / 0%
3rd Party Website	0 / 0%
Other	5 / 11.4%
Answers:	Result Set:
Booked by my employer as a treat	4308
daughter direct	4310
My daughter booked it for me.	4325
booked by daughter	4329
A friend booked us in as a party of 3.	4338
TOTAL CLICKS	44
TOTAL RESPONSES	44



Question 4: How would you rate the reservation process in terms of...?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Friendliness	35 / 81%	8 / 19%	0 / 0%	0 / 0%	43	0
Quality of information	33 / 77%	8 / 19%	2 / 5%	0 / 0%	43	0
Efficiency	33 / 77%	9 / 21%	1 / 2%	0 / 0%	43	0

Question 5: Do you have any other comments regarding the booking process?

Result Set:	Response ID:	Answers:
1	4298	No
2	4304	I wanted to book treatments but still get vouchers so I could give them as a present. I was v pleased with the outside the box solution that reservations came up with that allowed me to do this.
3	4308	No
4	4319	The only complaint was that I ordered 3 gift vouchers as Christmas presents and they arrived in one box but after a phone call I was able to collect two boxes to give the vouchers
5	4325	My daughter informs me that this could not be better. Staff are really friendly and helpful.

6	4330	I was initially told information regarding a Spa package which turned out to be incorrect but due to this being the fault of a staff member i was granted the package at the initial price quoted. The issue was resolved fairly quickly.
7	4331	Requested confirmation letter by post, which took 2 weeks to arrive after we had chased!
8	4333	I had a wonderful day, everything was clean, the staff so friendly and welcoming. Everything and more met my expectation for this day. Thank you
TOTAL RESPONSES		
8		

Question 6: How would you rate...

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
your overall experience at The Spa at Rockliffe Hall?	29 / 66%	12 / 27%	2 / 5%	1 / 2%	44	0

Question 7: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
visit us again at The Spa at Rockliffe Hall in the future?	29 / 66%	10 / 23%	2 / 5%	2 / 5%	1 / 2%	44	0
recommend The Spa at Rockliffe Hall to your friends and/or colleagues?	27 / 63%	11 / 26%	2 / 5%	2 / 5%	1 / 2%	43	0

Question 8: How would you rate the following in regards to your arrival?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Welcome	33 / 77%	9 / 21%	1 / 2%	0 / 0%	43	0
Reception	31 / 74%	10 / 24%	0 / 0%	1 / 2%	42	0

Question 9: Do you have any other comments regarding your arrival experience?

Result Set: Response ID: Answers:

1	4298	Food very limited for myself, can't eat onion. No alternatives given (chicken and chips!!! - not what I had anticipated at Rockcliffe Hall), then had to ask for half of main meal as it wasn't served. Fell in sauna because floor very slippery (oily not wet) hurt back and hand. Peach dressing gowns were inappropriate, husbands too small and half way up arms and not covering much on bottom half, my dressing gown far too big and felt very uncomfortable when trying to eat dinner with sleeves far too long and nearly down to ankles (too hot).Evidently different if you were staying in hotel overnight as when they arrived mid afternoon they came down in white, fluffy dressing gowns which seemed to fit appropriately - obviously not the same if you are a day guest!!!
2	4304	All staff were friendly, helpful and welcoming
3	4306	My companion was late and the staff helped me very well
4	4308	Yes. We were greeted by a lovely Lady who took us to the lounge upstairs. She brought forms for us to complete but from ther we waited almost 1/2hr for someone to come to us.
5	4311	The staff are always excellent
6	4314	A lovely experience. We popped to the cocktail bar after which was fantastic. If the opportunity arose I would definitely stay at the hotel.
7	4316	Taken upstairs for welcome drink And to fill in form but told that a member of staff would be back within a few mins to take us to the pool but left waiting for a while considering only there for quick spa. Did not feel very looked after.
8	4317	Spent a lot of time been shown around that it took up most the time we would of spent in th spa area
9	4325	I could not fault this in any way having compared it to visits to other Spas.
10	4330	The staff made us feel very welcome and did everything possible to make our special occasion extra special! Thank you!
11	4333	Dont change a thing

12	4342	Most of the sun lounge beds were taken when we arrived and initially it was difficult to find a place
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TOTAL RESPONSES

12

Question 10: How would you rate the following in regards to bathing?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Changing rooms	29 / 67%	13 / 30%	1 / 2%	0 / 0%	43	0
Swimming pool	32 / 76%	10 / 24%	0 / 0%	0 / 0%	42	0
Butler service	21 / 55%	11 / 29%	5 / 13%	1 / 3%	38	0
Hydro pool	34 / 81%	8 / 19%	0 / 0%	0 / 0%	42	0
Heat (and cold) treatment rooms	36 / 84%	6 / 14%	0 / 0%	1 / 2%	43	0

Question 11: Do you have any other comments regarding bathing?

Result Set: Response ID: Answers:

1	4298	I have rated the treatment rooms poor due to falling while in the sauna (very slippery, oily floor).
2	4303	More loungers needed around the pool
3	4308	No
4	4317	What we spent in the pool area was good but only ending up having less than a hour
5	4325	I tried everything and it was fantastic.
6	4330	The changing area had an unpleasant odour - think it was coming from the shower area. Other than that the changing area was clean.
7	4331	Did not use the butler service, but was also not approached to ask if I needed anything.
8	4332	The pool was a little on the cold side.
9	4333	First time I have ever had a butler a great touch to a wonderful day
10	4338	Facial products (cleanser, toner etc) needed replenishing and also there was no hand towels in the toilet. Other than that very nice facilities. Especially liked the combination lockers, meaning I didn't have to worry about losing the key.
11	4339	Would just like to give a special mention to Trevor the butler on duty that day, he was beyond helpful an extremely friendly such a lovely man
12	4340	Didn't use butler service

TOTAL RESPONSES

12

Question 12: How would you rate the following in regards to the gym?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Facilities	11 / 58%	8 / 42%	0 / 0%	0 / 0%	19	0
Fitness Classes	6 / 43%	7 / 50%	1 / 7%	0 / 0%	14	0
Friendliness	10 / 56%	7 / 39%	1 / 6%	0 / 0%	18	0

Question 13: Do you have any other comments regarding the gym?

Result Set: Response ID: Answers:

1	4298	Did not use for long as prefer to run outside.
2	4304	Did not use them

3	4305	Did not use
4	4308	I did not use the Gym so cannot comment on its facilities
5	4311	Do not use gym facilities
6	4317	Didn't use the gym didn't have any time
7	4318	Didn't use the gym
8	4320	Didn't use gym
9	4325	Because of illness I was unable to use the Gym.
10	4329	Gym never used
11	4331	No fitness class.
12	4332	I didn't use the gym
13	4335	Did not use the gym
14	4338	From what I saw of the gym it all looked very good. However I didn't use the gym on this occasion.
15	4339	Did not visit the gym
16	4340	Didn't use the gym - there to relax!
17	4342	Did not use
TOTAL RESPONSES		
17		

Question 14: How would you rate the following in regards to the treatments?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Treatments menu	24 / 71%	10 / 29%	0 / 0%	0 / 0%	34	0
Therapist	26 / 74%	9 / 26%	0 / 0%	0 / 0%	35	0
Relaxation lounge	25 / 71%	9 / 26%	1 / 3%	0 / 0%	35	0
Spa boutique	17 / 57%	13 / 43%	0 / 0%	0 / 0%	30	0

Question 15: Do you have any other comments regarding the treatments?

Result Set: Response ID: Answers:

1	4304	Testing fire alarms during our massages spoilt what would otherwise have been a really relaxing treatment. It would have been better to be told that this would happen
2	4305	Disappointed with relaxation lounge Headphones for relaxation music which I really enjoy not working despite requesting twice and been informed maintenance had been called no one turned up. Unfortunately as well as this, whilst relaxing ,fire alarm test.
3	4308	An excellent Young Lady. Professional and very informative - very friendly too
4	4317	Would of been better if myself and sister had same treatment times then wouldn't of had to wait around as much
5	4319	Did not have a treatment
6	4325	The treatment was the best I have experienced compared to other Spas.
7	4326	Didn't have any treatments
8	4331	Both my partner and I had the same treatments booked but had different experiences.
9	4333	I never had treatments but I when if I return
10	4338	I didn't have any treatments as you were fully booked. Will definately be trying some next time though.

TOTAL RESPONSES

Question 16: How would you rate the following in regards to the Brasserie?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Food	25 / 60%	13 / 31%	2 / 5%	2 / 5%	42	0
Service	23 / 55%	12 / 29%	4 / 10%	3 / 7%	42	0
Overall experience	22 / 52%	16 / 38%	1 / 2%	3 / 7%	42	0

Question 17: Do you have any other comments regarding the Brasserie?

Result Set: Response ID: Answers:

1	4298	Not able to cater for anyone with food allergies (very bland choice). Alright if you like salad!!! Tables very close together, enough so that you couldn't have a conversation without feeling that the table next to you were listening.
2	4305	Arrived and requested cappuccino, and enjoyed a slow leisurely breakfast, and requested a coffee after my cooked breakfast to which I was informed I would be charged for. I appreciate you need guidelines but feel when spending nearly £200 , it was a dreadful shame that you felt the need to charge extra for one cup of coffee.
3	4308	We were booked into lunch for 1.30pm but we're not served lunch until after 2pm, and this was probably because my colleague complained about the wait. Our treatments were booked for 3.45pm, so it left little time after lunch to allow for relaxation
4	4316	I chose a sandwich from the menu and politely asked the waiter if it would be possible to have a pork pie from the platter on the side. He said he would check with the chef. Sandwich arrived with no pork pie but the waiter did not come over and attempt to apologise or explain that it had not been possible. Certainly not 5star treatment!
5	4317	Food was not up to much chips tasted very greasy burger lacked taste and side beetroot was bland waited nearly 5-6 minutes for some sauce for burger which then made my food cold
6	4318	Good was first class
7	4319	We were left waiting for a while before being served , the spa/dine menu was limited and our table of 3 were served 2 meals the third meal in her hand was for another table and she went back for our last meal I thought this was inappropriate
8	4320	Waiter didn't explain that wine was complimentary
9	4322	Would have been good to offer a drink with the meal plus tap water
10	4325	Thoroughly enjoyable.
11	4330	The brasserie staff went above and beyond to make our afternoon tea special. The staff were very pleasant and attentive.
12	4331	Disappointed to be told that we couldn't have a tea and cake at 5.12pm because we were in our robes. The brasserie was empty at this time and I even advised we would be quick and just sit in the corner out of the way. We were told to go and get changed. Not a good experience after a nice massage!
13	4333	amazing so nice
14	4338	Food was amazing and well presented. Service was spot on, I really couldn't fault it. It was a nice touch being able to go up in our robes and we had a window seat with a lovely view.

TOTAL RESPONSES

14

Question 18: How would you rate the following in regards to your checkout?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Friendliness	34 / 81%	6 / 14%	2 / 5%	0 / 0%	42	0
Efficiency	32 / 76%	8 / 19%	1 / 2%	1 / 2%	42	0

Question 19: Do you have any other comments regarding your check out?

Result Set: Response ID: Answers:

1	4298	Only too happy to go home so didn't make conversation at checkout.
2	4305	Expressed my concerns on leaving, and these comments received well and informed they would be noted
3	4308	No

4	4316	Left waiting for 25 mins!
5	4325	Staff are helpful, friendly and relaxed, appeared to enjoy their work.
6	4331	Card machine broken.
TOTAL RESPONSES		
6		

Question 20: How did your experience with us meet with your expectations?

Answers: Responses:

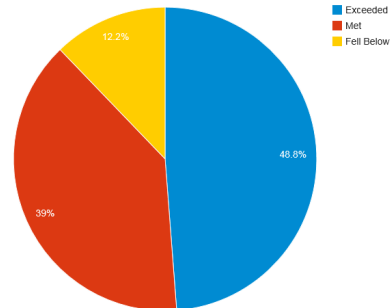
Exceeded 20 / 48.8%

Met 16 / 39%

Fell Below 5 / 12.2%

TOTAL CLICKS 41

TOTAL RESPONSES 41



Question 21: What are the highlights of the spa?

Result Set: Response ID: Answers:

1	4297	Quality of facilities and treatments
2	4298	I don't recall any.
3	4301	The full day was amazing
4	4302	Everything is amazing.
5	4303	Brunch, treatment,
6	4304	The massage itself was very good. As was the mud rasul
7	4307	Different areas in spa. Excellent. Therapist very professional
8	4308	My treatment. The young Lady was so lovely
9	4311	The overall ambience and the friendliness of the staff
10	4314	The facilities, the small touches and the fact it isn't too busy
11	4315	Plenty of seats around pool - obvious but not always the case! Extremely relaxing, inviting area
12	4316	Pool/ sauna
13	4317	Treatment
14	4318	The whole Spa experience
15	4319	Hydro pool
16	4320	Mud treatment
17	4321	Treatments
18	4322	Hydro pool and treatment
19	4325	All of it!
20	4326	The spa facilities are lovely.
21	4329	hydro pool, massage and glass of champagne around hydro pool
22	4330	The facilities are great!
23	4331	The treatments!
24	4332	Relaxing
25	4333	well organised, very clean and a wonderful atmosphere. Butler was the bonus

26	4334	Dinner in the brasserie.
27	4335	Hydrotherapy pool
28	4338	Feeling totally relaxed.
29	4339	Just an all round fabulous day, wonderful facilities an staff.
30	4340	The whole spa experience is always a pleasant one but I'd say the highlight is definitely the treatments. The girls are so nice and make you feel comfortable. The rooms are very nicely decorated and, most importantly, you can't hear people walking about outside (unlike some other spas).
31	4342	Facilities Treatments

TOTAL RESPONSES

31

Question 22: What would make you return?

Result Set: Response ID: Answers:

1	4297	Celebration/day of relaxation
2	4298	Being given options for lunch when having a food allergy. Treatment rooms not being a health hazard.
3	4301	Discount offers would be a bonus
4	4302	Everything the spa, treatments, service, staff, food & drink. It was top class !!
5	4304	Good offers. Or perhaps a loyalty scheme - so that once you have been a number of times or spent a certain amount at Rockliffe you would be offered a free or discounted treatment as a 'thank-you' for your custom.
6	4305	Yes
7	4306	Looking forward to outdoor area opening!
8	4307	Will be returning. Overall very impressed
9	4308	An assurance that it lived up to its 5* reputation
10	4311	The overall experience
11	4314	If I am travelling up that way (I live in the Cotswolds)
12	4315	I will return - usually tie a spa visit with birthday celebration amongst friends
13	4316	Above
14	4317	Nothing as feel it's cheaper else where and better food
15	4318	Receiving another voucher for my birthday
16	4319	We like to stay overnight if there are offers on
17	4321	offers
18	4322	Jacuzzi and outdoor space
19	4325	The overall experience.
20	4326	The facilities and the friendliness of the staff. It's a very relaxed spa
21	4330	The spa and afternoon tea! Both were fab!!
22	4333	affordable price
23	4334	Offers!!
24	4335	I will return anyway
25	4336	Offers and deals
26	4338	Treatments and spa. A good deal would also bring me back more.
27	4339	Without doubt
28	4340	I will be back.
29	4342	Pool, treatments

TOTAL RESPONSES

29

Question 23: Is there a member of the team who exceeded your expectations? If so, please state their name(s).

Result Set: Response ID: Answers:

1	4301	Charlotte I think she was amazing for my facial
2	4304	The lady who dealt with our booking - whose name I forget (something like Katrina??)
3	4307	Every member of the team was excellent and very professional
4	4322	Paulina
5	4323	Tracey the masseuse
6	4325	This is difficult but after serious thought I must say that my beauty therapist, Tracy, pipped others at the post.
7	4334	Alister Bramwell
8	4335	All staff were first class
9	4339	Trevor the butler (as previously stated) he was a lovely helpful cheerful member of staff who enhanced our day no end
10	4340	All the staff at Rockliffe are very friendly and professional.

TOTAL RESPONSES

10

Question 24: Do you have any other comments regarding your spa experience?

Result Set: Response ID: Answers:

1	4297	Thoroughly enjoyed it.
2	4298	This was a gift from my Sister for our 20th Wedding Anniversary which certainly didn't meet expectations. It was unfortunate to have to tell her that after choosing what should have been a lovely gift we came back feeling let down (for her having spent so much money) and sore.... from falling!!
3	4308	Just that it was very good
4	4312	During the day I had an amazing facial and I also had gel nails - by Wed 25th one of my nails had lost a strip across the end, by yesterday a second nail had lost some polish. I am obviously disappointed as in the past gels have lasted up to 3 weeks. I telephoned the spa this morning to inquire what could be done - the least being to have them removed. I was promised a call back but as yet I've heard nothing!
5	4316	Did not feel looked after, certainly not 5 star treatment and feel v disappointed
6	4318	Loved it just what I needed
7	4320	Didn't like eating in brasserie in robe with general diners
8	4322	Not sure why I paid £130 x two spring thing packages with a 60 minute treatment when your website states this should have been £115 each
9	4325	I felt completely de-stressed and without a negative thought in my body for days- wonderful.
10	4330	Thank you for making my family member's day very special!
11	4331	The facilities are great but the customer service experience could be improved, if the facility was to be world class. Not that it's bad, just not 5*.
12	4333	thank you for a wonderful day
13	4335	very relaxing and enjoyable
14	4336	It is my 25th wedding anniversary on 6 October this year and I'm looking to arrange a special day treat for myself and my husband and would like further information closer to the time please
15	4338	Thank you for a really enjoyable day and see you again soon.
16	4339	Well done to all at rockcliffe hall for creating such a wonderful relaxing welcoming atmosphere
17	4340	Can't wait for the new addition to the spa - especially the hot tub to soothe my aching joints.

TOTAL RESPONSES

17

Question 25: Please complete the following (optional)

Result Set: Response ID: Name:: Date of visit:: Spa Package:: Postal address:: Email::

1	4298	Brett & Kay Dodd	20.03.15	Simply Spa Day	NE5 1TA	B-DODD@sky.com
2	4301	Colin mason	19/3/15	Spa n 60 min treatment	108 wolsingham drive thornaby	Colinmason1@yahoo.co.uk
3	4302	Natalie downing			Hillside, flats lane, nunthorpe, ts7 0pq	Ibizajazzy@yahoo.co.uk
4	4303	Amie foster	22nd March 2016	Lazy Sunday	17 neptune road, Newcastle upon tyne, ne15 7qn	Amiefoster89@hotmail.com
5	4304	Clariss D'cruz	25.03.2015	Day Spa for 2 (with 1 treatments and mud rasul)	Woodburn, NE13 8BL	clariss.d'cruz@wrighleys.co.uk
6	4305	Ann CORDEY	24 march 2015	Yes	DI2 2qy	Annonthegreen@yahoo.co.uk
7	4308	Jacinta Jackson	27/3/15		7 Carter Mount Whitkirk Leeds LS15 7BJ	
8	4310	k shepherd	25/3/15		54 southfield crescent norton	kshepherd875@googlemail.com
9	4312	Sue Oates (with Louise Baker)	21 March	Day	The Old Vicarage, Ingleton, DL2 3JG	sueoates@btconnect.com
10	4315	Gillian hindson	25/3/15	Cheeky mid weeker (bought as gift)	25 tameside Stokesley ts9 5pe	Ghuph@btinternet.com
11	4316	Gemma hood	27/03/2015	Quick spa	50 Parkdale Rise, Whickham, Newcastle upon Tyne, NE16 5JR	gem_hood@hotmail.co.uk
12	4317	Jemma	20th March 2015	Morning spa with 45 min treatment plus lunch for 2	22 burnip close Easington colliery sr83pb	Jemma81@btinternet.com
13	4318	Sheila Bell	17th March 2015	Spa day	Mistal House 5 Dales View Hudswell Richmond DL 11 6 BU	
14	4319	Karen attwood		Spa and lunch	25 Barton avenue hartlepool. Ts255an	Karenellie.attwood@gmail.com
15	4320	Debbie shaughnessy	26 march 2015	Couple catch up	16 wychgate, Eston, Cleveland ts6 9lw	Ourstuff@ntlworld.com
16	4322	Alison Peevor	27/03/15	Spring Thing	7 Hambleton Gate Stokesley TS95AS	alisonap@me.com
17	4325	Mrs Jeanette Hoggart	Tuesday, 24th March, 2015	All day with lunch.	21 Oakenshaw Drive, Acklam, Middlesbrough	jeanette.hoggart@ntlworld.com
18	4328	Anne-Louise Holland	18 march 2015		1B South View	mileseth05@gmail.com
19	4329	M Reed	18th March 2015	Spa Day	Oak Tree Farm, Darlington Road, Northallerton	michellereed06@yahoo.co.uk
20	4330	Sheryl Docherty	22nd March 2015	Tranquillitea		docherty.sa@gmail.com
21	4331	Martin Anderson	19/03/15			manderson@no-sour-business.co.uk
22	4333	Mandy Lynch	22 March 2015	spa and afternoon tea	535 West Dyke Road Redcar TS10 4PQ	mandy.lynch@live.co.uk
23	4334	Ian Graham	21/03/2015	Couples catch up	29 Leith Road, Darlington	Ian.gwair@gmail.com
24	4335	Brenda Bland	23 March 2015	Spa and treatment	4 The Spinney Hartlepool TS26 0AW	Bgbland@aol.com
25	4336	Adele McLaren	23 march	Spring offer	53 grange avenue stockton ts18 4pt	
26	4337	Joelle bremer	24/03/15	Could should mud	55 Havanbah drive, NE136LD	joellebremer@gmail.com
27	4338	Claire West	22 March 2015	Spa Day	3 Speeton Close	claire.west@talk21.com
28	4339	Emma Wilson	26/03/2015	Spa morning with lunch	31 Hillingdon road Middlesbrough ts3 0af	emalou40@yahoo.co.uk
29	4340	Clair Renfrew	22:03:15	Sunday Spa		

Question 26: Would you like to receive any further information from Rockliffe Hall regarding?

Answers: Responses:

Accommodation	11 / 20.4%
Memberships	3 / 5.6%
Dining	9 / 16.7%
Spa	22 / 40.7%
Golf	3 / 5.6%
Weddings	2 / 3.7%
Events	3 / 5.6%
Business & Conferencing	0 / 0%
Christmas	1 / 1.9%
TOTAL CLICKS	54
TOTAL RESPONSES	54

