



Report Summary - 6th April 2015 - 12th April 2015

Survey: Rockliffe Hall Hotel Guest Experience Survey

Status: **Launched**

Created Time/Date: 11:18 22nd Oct 2013

Modified Time/Date: 02:49 7th Jan 2015

Total Responses: 6087

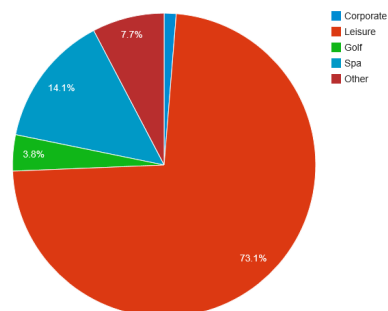
Filtered Responses: 70

Responses Excluded: 6017

Question 1: Primary purpose of visit?

Answers: Responses:

Corporate	1 / 1.3%
Leisure	57 / 73.1%
Meeting/Conference	0 / 0%
Golf	3 / 3.8%
Wedding	0 / 0%
Spa	11 / 14.1%
Other	6 / 7.7%



Answers: Result Set:

proposal	6075
anniversary	6081
Birthday	6087
Celebratory treat for 60 th birthday	6099
Night away with partner following our engagement	6104

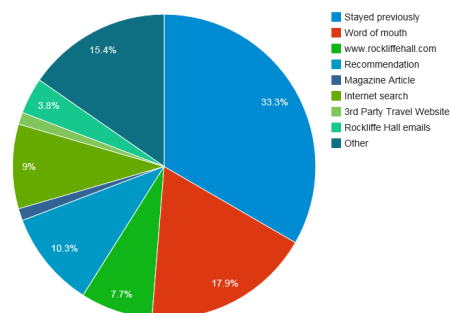
TOTAL CLICKS 78

TOTAL RESPONSES 78

Question 2: How did you hear about us?

Answers: Responses:

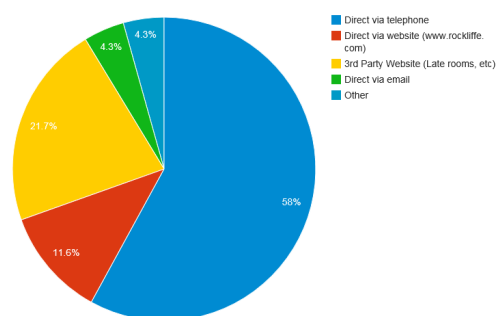
Stayed previously	26 / 33.3%
Word of mouth	14 / 17.9%
Advertisement	0 / 0%
www.rockliffehall.com	6 / 7.7%
Travel Agent	0 / 0%
Recommendation	8 / 10.3%
Member	0 / 0%
Magazine Article	1 / 1.3%
Internet search	7 / 9%



Organisation booked	0 / 0%
Trip advisor	0 / 0%
3rd Party Travel Website	1 / 1.3%
Social Media	0 / 0%
Rockliffe Hall emails	3 / 3.8%
Other	12 / 15.4%
Answers:	Result Set:
Secret Escapes	6069
Ate at orangery previously	6073
Voucher at charity auction	6091
Present from son	6095
Had visited the spa previously	6096
Telegraph	6097
Secret escapes	6098
competition winner	6103
Stay bought for us as a 40th birthday present through Secret Escapes	6107
MFC Corporate offer	6111
Secret Escapes	6115
TOTAL CLICKS	78
TOTAL RESPONSES	78

Question 3: How did you make your reservation?

Answers:	Responses:
Direct via telephone	40 / 58%
Direct via website (www.rockliffe.com)	8 / 11.6%
3rd Party Website (Late rooms, etc)	15 / 21.7%
Direct via email	3 / 4.3%
3rd Party Agent	0 / 0%
Other	3 / 4.3%
Answers:	Result Set:
managing director	6081
Booked for us through Secret Escapes	6107
Secret Escapes	6110
TOTAL CLICKS	69
TOTAL RESPONSES	69



Question 4: How would you rate the reservation process?

Answers:	Responses:
Excellent	45 / 68.2%



Good	21 / 31.8%
Fair	0 / 0%
Poor	0 / 0%
TOTAL CLICKS	66
TOTAL RESPONSES	66

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

Result Set: Response ID: Answers:

1	6048	Happy to have had two manicures swapped for mud rassoul as part of Easter break promotion
2	6049	Took a very long time!
3	6053	I found the reservation process to be very efficient & the staff helpful.
4	6057	Simple and easy to follow with clear information provided during the reservation process.
5	6069	The personal touch of having the telephone call on completing the reservation, in order to determine bookings for dinner, spa treatments, food requirements, was I feel something that sets this hotel apart from others .
6	6070	I wish to thank Ben in Reservations for his help and charm
7	6071	Hard to get through at times
8	6073	Were not informed of building work being carried out when booking
9	6077	Very impressive: highly efficient and with a friendly, personable, interested approach.
10	6079	Excellent: friendly, involved, efficient.
11	6080	Friendly, efficient, surprise upgrade on arrival.
12	6087	James was excellent & recommended a beautiful suite - Backhouse - & was also very helpful.
13	6096	I had telephoned to check whether the hotel was child friendly, had excellent service from reservations to give me all the information I required. I was informed a junior suite would be ideal for two children but I couldn't book this on the website so had to telephone again.
14	6097	No
15	6099	Booking.com allowed me to change the booking date when we found one of our group was expecting a baby in May. Very easy process to change dates
16	6100	I went to the website and clicked on 'contact us' and sent details of what I wanted to book. After a week with no response I phoned. Once I'd done that the person handling the booking was very helpful.
17	6102	Could do with some bubble bath.
18	6103	Very accommodating, changed our booking from the orangery to the Clubhouse with no fuss and always willing to help.
19	6105	Very professional but friendly.
20	6111	Upon first calling to place the reservation I was told somebody would call me back. I waited until the next day and as I had not received the call-back I had to call again and then I was able to book
21	6115	Spoke to reservations on the phone and they were very helpful.
TOTAL RESPONSES		21

Question 6: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at Rockliffe Hall?	39 / 61%	22 / 34%	2 / 3%	1 / 2%	0 / 0%	64	0

Question 7: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered

stay at Rockliffe Hall in the future?	41 / 65%	12 / 19%	7 / 11%	3 / 5%	0 / 0%	63	0
recommend Rockliffe Hall to your friends and/or colleagues?	37 / 61%	12 / 20%	9 / 15%	3 / 5%	0 / 0%	61	0

Question 8: How would you summarise your experience at Rockliffe Hall?

Result Set: Response ID: Answers:

1	6047	Brilliant
2	6048	Tap in bathroom was impractical. No space under tap, could just about put hands under. We thought we would have double sinks in the new hall superior room, not a single sink. Surprised no self serve juices at breakfast. One waiter poured our coffee without plunging, resulting in coffee granules in our mugs, I think initially he thought he could get away with it til we said something. Otherwise lovely grounds and room. Spa not overcrowded, but will definitely benefit from the outside area when finished. Compared to say Ragdale, Senspa and Chewton Glen, the spa falls down in this area. I think you get more value for money at these hotels also. Meal at Orangery was good but not amazing, we actually preferred the more substantial fish and chips at the club house. Although the creme brûlée was caked in icing sugar and burnt cream was too thick. If the hotel was four star or better value for money, I would have little to criticise but considering this is a five star hotel and advertised as such, having won awards for the spa, I did expect slightly better
3	6049	We love Rockliffe but our experience this time was not up to the usual standard
4	6050	Fantastic stay with excellent facilities and service, only down side was our shower didnt have hot water, so we had to go to a friends room to use their shower.
5	6053	From the moment we drove through the gates until we checked out we were blown away. The professionalism & attitude of all the staff was excellent.
6	6054	The hotel rooms and spa are wonderful. Love the attention to detail in the rooms with the magazines. We were however disappointed with the Orangery. We were not informed when we made the reservation that the restaurant now only serves a taster menu which we should have been informed of when we made the reservation. We do not enjoy taster menus and not having an a la carte menu is a mistake. Put simply our meal in the Orangery that night cost over £170 for 2 people and was not good value. We stay at many other top hotels (Claridges, The Savoy, Gleneagles, etc) and have never had this experience with them. The previous a la carte menu had a far better choice for us as the guests and it is us who are paying the bill. We were not alone in this opinion and heard three other parties say this to your senior restaurant staff on the evening. Having a high quality chef is fine - having the chef dictate what guests can select for dinner is not good enough. Please email us back with why you have made this change as it was a poor experience in our stay.
7	6055	Spa and reception service good. Breakfast service and quality of food appalling spoilt the whole 5 star experience for us.
8	6056	It was a fantastic stay and all of the staff were exceptional, We were made to feel very welcome
9	6057	A luxurious and welcoming stay with very helpful and courteous staff members throughout.
10	6058	Ok
11	6060	Disappointing
12	6061	Luxurious
13	6063	Excellent stay. Polite & friendly staff throughout
14	6064	Horrendous but not due to the fantastic hotel or staff. After travelling from Gibraltar with a husband I have been separated from in Spain due to very difficult circumstances. This stay was supposed to be an "anniversary" treat to make up for all I've been through. Sadly the salve did not work and I am left with awful memories of a place I love.
15	6065	Fine
16	6067	Superb, staff all excellent, place has a fantastic ambience, one of my favourite hotels in the world! very well done , keep it up
17	6069	A superb location with beautiful rooms and with each individual being made to feel special.
18	6070	A perfect break
19	6071	Very enjoyable experience
20	6072	Excellent staff, beautiful place . Overall a stunning place to stay
21	6073	Restaurant not available to dine in on evening even though there were no functions being held. Brasserie meals were poor, small portions and overpriced. Will not be booking again.
22	6074	Extremely pleasant experience with first class service
23	6075	very nice the staff are so good, the only thing that let it down was lots of flickering lights from behind the TV made it a tad hard to sleep
24	6077	This surpassed our expectations, beginning with a surprise room upgrade. Everything was seamless, luxurious and of the highest quality with outstanding staff. My wife (who likes spas!) commented that this was the best spa she has experienced in the UK. We are very close to Rudding Park, which is justifiably highly rated in most respects and where we have stayed, dined and used the spa, but Rockliffe in our view is clearly superior, especially with regards to the spa experience, so we shall definitely return.
25	6080	Superb - luxurious, efficient and everything of the highest quality. Uniformly outstanding staff who are personable and very well-trained without ever appearing corporate.

26	6081	Excellent massive difference to two months ago
27	6082	First class in every respect.
28	6086	Relaxing
29	6087	A real treat! We loved it from start to finish. Accommodation, staff & food were all fantastic.
30	6090	generally excellent, however, a lovely room was spoiled by building work and noise next to our room - also ruining the view. We also would have had a lovely meal at the clubhouse, again it was spoiled by a very poor cheese board.
31	6091	First class 5 star experience
32	6094	We were in one the new hall rooms we found the room itself very dark and had to have a light on all the time even during the day. The bathroom fans kept switching themselves on and off which I found disturbing at night we last stayed in an old hall room which was very bright although the rooms are massive I wouldn't rush to book another new hall bedroom if the one we were allocated was anything to go by. We also booked a spa treatment before we left I had a facial and wasn't particularly impressed I had a foreign lady and found it difficult to understand her. She spent a 1/4 of the 30 min session rubbing my head not really what I expecting. We ate in brasserie as part of the package we booked on the first evening the dessert both my husband and I had was the rice pudding but when it came up after longish wait it was hard we sent it back and on the second go it was probably worst the before. Whilst I appreciate some people may not mind picking hard bits of rice out of their teeth for the rest of the evening it rather spoilt what was up to then a nice meal.
33	6095	We felt very welcome from getting out of our car to leaving. Nothing seemed any trouble ,all of the staff were friendly and helpful.
34	6096	It was superb, it was for my 40th birthday and it was perfect. My 10 year old daughter was blown away by the experience and felt like a princess.
35	6097	<p>The overall experience was very good. Hotel was excellent, staff were excellent. Meals? Breakfasts were excellent, meals in the Brasserie were excellent, BUT:- We had been thoroughly looking forward to our last evening and having a meal in the Orangery. The food was simply amazing, but as each course came and went we kept wondering with anticipation what the main course would be like - what main course - did we miss it? We fully appreciated the beauty, the tastes and textures of each and every course but unfortunately we came away a little disappointed and still a little hungry after 5 courses (surely one should feel fulfilled shouldn't one)? For the cost of that meal (which more like just tasters), we were disappointed.</p> <p>Should we return - possible November, a meal in the Orangery is definitely not on the cards.</p>
36	6098	Friendly , helpful and professional staff. Really good spa experience and dinner at the Orangery was a delightful experience - the sommelier was brilliant.
37	6099	We found the staff in all areas of the hotel first class. We loved the spa. Trevor gave us an excellent guided tour. The three bedrooms in the Tiplady Lodge were very comfortable. We felt the whole ambience of the place was great. Very clean. I would have rated our visit as excellent if we had not had such a bad experience in the Brassiere which Put a dampener on the whole experience. Four of our group ordered the rib eye steak. Three of the four steaks were undercooked. One was tough and one had such a large amount of muscle in the centre it was virtually inedible. I must say your waiting staff were very understandable and clearly embarrassed by the food. We were offered a reduction on the food bill which we accepted. However, money was not the issue. This was a special occasion for my sister and we wanted everything to be perfect. Unfortunately her steak was one of the ones affected. This trip was planned last September and eagerly looked forward to by us all. Some of us had travelled considerable distances to be there and this meal spoilt the evening for the whole group.
38	6100	Overall really good experience. However, for the second time spending a day in the spa ahead of our overnight stay, we spent about 40 minutes trying to get loungers/reclining chairs near the poolside. I didn't think the person I spoke to poolside did much to help and when I said I'd go go and speak to someone in management he replied, 'A lot of good that will do me', We'd paid to come, have brunch and relax, not start shifting furniture around.
39	6102	Always very good
40	6103	<p>It was an amazing experience, truly amazing. My wife and I feel totally relaxed after our stay.</p> <p>The whole experience from booking to check out was first class.</p> <p>I would like to pay special praise to Karen the masseuse who helped make my wife and I relax and enjoy the couples massage tuition as we were both a little nervous (our first experience of having a massage, she was excellent.</p> <p>This was an amazing experience, which we won in a competition, and we want to save so that we can try and revisit this quite brilliant hotel.</p> <p>Thank you to all who helped us have a fantastic time.</p>
41	6104	We had an issue with the tv in the bathroom as it wasnt working we let reception know and someone came but did not fix it then we mentioned it to reception and nothing else seemed to get done with no apology neither. As this was a romantic night away with my partner a tv in the bath is one of the reasons i chose rockcliffe and to have no apology after bringing it to your attention i think this is poor customer service. Other than that out stay and dining experience was superb. I just hope there is some response to this comment as we were previously ignored. Will be leaving a comment on trip adviser in the coming days.
42	6105	Excellent relaxing stay, much better than our previous stay.
43	6106	Wonderful , welcoming , relaxing . Very helpful , friendly staff . Amazing rooms , fantastic bath ! Food was delicious and we had a great time. .
44	6107	Lovely relaxing stay with excellent facilities, excellent quality of service and outstanding food and wine at The Orangery.
45	6108	Wonderful but was saddened that we as Hotel guests were on two Consecutive days unable to be accommodated in having afternoon tea with yourselves, which resulted in us going elsewhere to have this experience.
46	6109	We had a great weekend. The only thing we were disappointed in was the afternoon tea. Other then that everything was brilliant.
47	6110	Pleasant and relaxing stay
48	6111	First class. Probably the best hotel I have ever stayed at.
49	6112	Had a great meal and a dance to the resident pianist who was outstanding.
50	6114	Our greeting, the hotel, our room, were excellent. We ate in the Brasserie for the first 2 nights and this was also excellent, and for our last evening we booked the Orangery. We were so looking forward to the experience.

What did we get? Certainly not the 5 course dinner we were expecting. Instead we got 5 tasters, each one no bigger than a tablespoon in size, some less (all were beautifully created and the taste experience exquisite) BUT where was the meal? We came away feeling hungry and very let down, especially considering the cost involved.

We have had the good fortune to have eaten at a "Michelin Star Restaurant" before coming to Rockcliffe Hall, and on that occasion came away feeling very happy and NOT still hungry.

51	6115	Excellent.
52	6116	Relaxed. Service was excellent, food not so good.

TOTAL RESPONSES

52

Question 9: How would you rate the following in regards to your arrival?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Welcome	51 / 81%	12 / 19%	0 / 0%	0 / 0%	63	0
Reception	53 / 87%	8 / 13%	0 / 0%	0 / 0%	61	0
Concierge	54 / 89%	6 / 10%	1 / 2%	0 / 0%	61	0

Question 10: Do you have any other comments regarding your arrival experience?

Result Set: Response ID: Answers:

1	6050	Was told check in was 11am via telephone but it's actually 3pm so we were sat around for a few hours, check out is 11am, it's an easy mistake to make and given the service they provide, can't really complain
2	6057	Very helpful and courteous.
3	6064	The extended use of spa began at 1pm which was not ideal as check in was 3pm. Did not want to arrive bedraggled after spa to check in :(
4	6065	no
5	6066	Very helpful, showed us around and gave us clear explanation of how our 2 day spa experience would be
6	6069	Fluid, professional and prepared with the minimum of fuss.
7	6077	I've mentioned the upgrade, but what really stands out is that your staff combine high efficiency with a natural personal tone: not at all 'corporate' as can happen with some luxury hotels.
8	6080	Thank you for the room upgrade - I suspect a comment I made about treating my wife after a stressful few months was perhaps acted upon.
9	6083	Didn't get offered an arrival refreshment other guest did.
10	6087	Very welcoming, informative & helpful. Anton was lovely.
11	6091	Extremely professional and friendly
12	6094	Whilst I had added some negatives on the previous page it may have put us off it had been our first experience here. Fortunately we couldn't fault the last stay we had so put this down to bad luck
13	6096	Reception staff were lovely but special mention to Anton who was splendid throughout our stay from coming over to help with our baby bags and luggage, to helping us find a baby nappy bin to bring extra cups. He is genuinely with his weight and more in gold, his friendly professional manner set the tone for the overnight stay.
14	6097	No, everything was just perfect.
15	6103	Totally amazing... Thank you!
16	6112	I'm not sure that I arrived in the expected manner. i.e. parking and carrying my bags to reception.
17	6115	All staff very helpful. Facilities were excellent.

TOTAL RESPONSES

17

Question 11: How would you rate the following in regards to your room?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Comfort	49 / 82%	9 / 15%	2 / 3%	0 / 0%	60	0

Facilities	46 / 77%	13 / 22%	0 / 0%	1 / 2%	60	0
Cleanliness	47 / 80%	9 / 15%	3 / 5%	0 / 0%	59	0

Question 12: Do you have any other comments regarding your room?

Result Set: Response ID: Answers:

1	6047	Need more water
2	6048	Tap
3	6049	The heating was set very low and despite turning thermostat to max the room was quite cool including towel radiator in bathroom. This has not been the case on numerous previous stays.
4	6052	There was a loud fan type noise every 20 minutes or so which did give interrupted sleep !
5	6054	The bed is too soft.
6	6056	We were given a complimentary upgrade which was superb
7	6058	For the cost of the room would have expected a walk in shower not one over the bath. £100! extra per night over new hall room! No magnifying mirror and only poor light in bathroom
8	6061	Little bit too warm
9	6064	Difficult to comment with regard to circumstances apart from the fact I was unable to partake in any of the facilities
10	6065	The lighting system is very poor, if one person has gone to bed and the other wants to read it is impossible as you can not keep any light on, it is the most complicated system in the world to work, you would have done much better to just have a switch
11	6066	The room was very inviting, only issue was the bed was very soft in the middle and the temperature throughout the night was very hot. Not a good nights sleep unfortunately.
12	6067	Quite surprised to find no nibbles in the room, yes there is a mini bar, but few nuts or pringles wouldn't go amiss for the odd munchy
13	6069	Beautifully appointed with superb views.
14	6072	The air con/heating was pretty weak
15	6073	Toiletries were not renewed and we stayed for two nights. Did not realise we had no shower gel until entering the shower which was too late to ring for some
16	6074	There was clearly some sort of leak under the carpet which was accompanied by an unpleasant smell. I pointed this out at reception before breakfast as we discovered the problem during the night. The receptionist inspected the room and acknowledged the problem but we heard nothing more about it. In all honesty I should have pushed our complaint further but didnt
17	6075	lights behind the TV distracting
18	6077	Outstanding, with the aircon especially unobtrusive and welcome. Superb bed. A light-hearted point - please don't leave the hand-shower nozzle pointing straight at the shower door unless you explain which control works which shower head! My wife was very effectively soaked while checking it out the controls from outside the shower! I found this very amusing and it wasn't a problem at all, but maybe worth a mention.
19	6080	Lovely room, unobtrusive aircon especially welcome. Superb bed.
20	6083	Lovely room not a 5 star room
21	6084	Bigger robes for larger guests. Rooms are lovely and spacious and no noise was heard from adjoining rooms.
22	6087	We loved it!
23	6090	again spoiled by building work noise and the view was ruined.
24	6091	Dissappointed no tissues or similar for ladies to remove makeup.
25	6093	1st night had room in oldhall with faulty air con which kept us awake. 2nd night new hall tilia excellent.
26	6094	Very dark. Strange to have a wooden floor as you enter would imagine if there's a party or function on could get quite noisy
27	6095	Could not have been better.
28	6096	We did book on the same day but there was a used shower gel on the floor in the shower and a beer glass down the side of the sofa bed. The room was immaculately clean but it was a surprise to see these two items. I mentioned it to Anton when he brought our cups and he was very apologetic. It didn't spoil our experience though.
29	6097	Excellent
30	6101	Would've good to have two sets of slippers and dressing gowns because annoying that once they were wet from spa not comfortable to use in room on the night.
31	6102	Needed a pen
32	6103	Could you perhaps offer a 'mug sized' drinking vessel? I felt the cups were on the small size and would have preferred bigger.

33	6104	See previous comment regarding bath tv not working and no action taken to fix it
34	6105	There was a gash in the wall which could have been filled.
35	6107	There was a slight issue with a lack of hot water in the shower in the morning and the room was extremely hot overnight but otherwise it was fabulous.
36	6109	An empty chewing gum box underneath the bedside table.
37	6110	The water temperature was fluctuating, we had no hot water in the morning. Therefore my shower was Luke warm!
38	6112	No tissues!
39	6114	Only the fact that on our last morning we were woken up by a VERY BRIGHT LIGHT 06:30), that could not be switched off. You did very kindly reduce our bill
40	6116	A choice of pillows would be useful - even Premier Inn provides that choice! Very disappointed with toiletries in bathroom. They did not smell or behave like I would expect from the make - watery shampoo & shower gel and not enough for two people.

TOTAL RESPONSES

40

Question 13: During your stay, did you make use of one or more of the...?

	Yes	No	Total Responses	Not Answered
Restaurants and Bars	55 / 95%	3 / 5%	58	0
Spa and Leisure Facilities	45 / 87%	7 / 13%	52	0
Golf Course and Academy	3 / 7%	40 / 93%	43	0

Question 14: How would you rate the following in regards to the restaurants and bars?

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Breakfast	34 / 65%	12 / 23%	3 / 6%	3 / 6%	52	0
Cocktail Bar & Drawing Room	22 / 67%	9 / 27%	2 / 6%	0 / 0%	33	0
The Orangery	31 / 69%	8 / 18%	4 / 9%	2 / 4%	45	0
Brasserie	14 / 42%	11 / 33%	6 / 18%	2 / 6%	33	0
Clubhouse	13 / 62%	4 / 19%	3 / 14%	1 / 5%	21	0
Room Service	5 / 45%	4 / 36%	1 / 9%	1 / 9%	11	0
Overall Food	28 / 55%	15 / 29%	5 / 10%	3 / 6%	51	0
Overall Service	32 / 64%	13 / 26%	4 / 8%	1 / 2%	50	0
Overall Experience	28 / 55%	18 / 35%	3 / 6%	2 / 4%	51	0

Question 15: Do you have any other comments regarding the restaurants and bars?

Result Set: Response ID: Answers:

1	6049	Traditional English breakfast was poor. The bacon appeared to have been microwaved and had white residue over it. The only choice of sausage contained leek not popular with everyone spec as a breakfast choice. Toast was cold .
2	6053	The only negative comment I could give throughout my whole stay was that the vegetarian full English was not to my liking, the vegetarian sausage was of the variety that would be better served at dinner (it contained veg & peas etc - not commonly eaten at breakfast time) - a Quorn sausage would have been better suited to the time of day. This is the ONLY negative.
3	6055	10 minute wait for a table at breakfast would be nice to be offered a drink whilst waiting. The two tables seated after us were both served before us we had to stop the waiter on his way past to ask to be able to place our order. 15 minute wait for both coffee and toast which was then delivered to the table behind. No teaspoons with our coffee cups so again had to request these had to constantly request a top up of fresh juice. Ordered a cappuccino and told 15 minute wait which I agreed too when it came again delivered to the wrong table. Breakfast was cold I ordered the English with grey looking bacon tasteless sausages and undercooked eggs. The eggs Benedict ordered by my husband were over cooked with rock hard poached eggs all in all the whole breakfast experience dampened the stay for me and I would not return I have had better service and better tasting food in the greasy spoon cafe round the corner. Really disappointed as quality of food and service we had at our evening meal and lunch in the brasserie was very good.
4	6058	Very disappointed with the clubhouse. Table booked for 7. Order taken at 7.10

		Only 6 tables occupied. Food being served to tables around us even though they arrived after us. 7.45 the waiter apologised to say our food order had not been placed and had been forgotten. Our 3 course dinner then started to arrive just before 8. The food had been rushed, chips were a little hard and batter on fish undercooked. Not the quality food I was expecting.
5	6060	Lack of communication regarding the 3 course voucher for the orangery. This no longer exists and we was not informed
6	6061	Food in club house not very hot
7	6067	Not eaten in Brasserie as love the clubhouse, all good, breakfast excellent also
8	6070	Sorry Orangery was closed Sunday and Monday evenings
9	6073	Had to ask for everything twice eg toast butter etc
10	6076	As always the room (Tiplady) was perfect as well as the service for afternoon tea and breakfast the next day. However on this occasion the service in the Clubhouse for our evening meal let the experience down. We were forgotten about and after that then asked 3 times if we wanted to order desserts. We were also slightly overcharged on our bill but did not mention this and chose not to leave a tip instead.
11	6083	Both me & partner were violently sick after eating at the club house of Easter Sunday evening which ruined it for us. Obviously something we ate!
12	6084	Service on terrace let overall service down. Sat 20 minutes one day finally gave up and our second day had to look for waiter.
13	6086	Service in the orangery took a long time. Brasserie doesn't serve decaf tea. However the food is excellent and the staff very helpful.
14	6087	Staff were lovely. Excellent service.
15	6090	only one comment - my wife was served white wine in a glass which was red wine stained, however, this was replaced immediately.
16	6091	Both staff and food second to none. Even Michael the pianist was outstanding. We have not seen so many smiling faces in a hotel.
17	6092	Meat at cooked breakfast was slightly undercooked
18	6093	Room service excellent. Breakfast in room good
19	6096	Breakfast was lovely, was a touch worried my son may spill breakfast on the chair and spoil it as he is only 2 but happily everything was fine
20	6097	Everything apart from our experience in the Orangery was "Excellent".
21	6099	Scrambled eggs had to be returned as they had been cooked in a dirty pan and were grey! See earlier comments about Brassiere
22	6100	We were given the wrong menu's for brunch in the Bistro.
23	6101	Should be some more simple dishes in the orangery and brasserie because we had to eat in clubhouse to have some 'normal' food.
24	6103	Did not experience the cocktail bar or room service.
25	6105	Excellent..... Perfect..
26	6107	The surprise menu and wine flight inThe Orangery were absolutely outstanding. The best meal I have ever eaten and the knowledge and level of service provided by your sommelier and other staff was excellent.
27	6109	We were disappointed with our afternoon tea. We have had afternoon tea with you many times before but felt the quality was not very good, the cakes were not patisserie style as previously and the scones were flat. The lady who took our order and brought our coffee was excellent but must have gone off shift very soon after. She asked if we wanted another coffee ten minutes after we were given our drinks then NO ONE came to see us at all for the rest of our afternoon tea experience. We would have liked more drinks.
28	6110	I was disappointed with the breakfast we received in our room. The toast was cold and hard, the cheese plate was poor. 4 slices of the same tasteless and curled up cheese.
29	6114	Please read our comments from earlier in this survey.
30	6115	Didn't visit clubhouse or cocktail bar.
31	6116	Rib eye steak was a fatty cut, full of gristle. Over cooked for medium rare. Rice pudding was undercooked and way too al dente. Lemon tart dish was not as described, with no apology. Supposed to be accompanied by lime sorbet & meringues, I received rhubarb sorbet & raspberries. All the desserts had sorbet with them; a nice creme anglaise or sauce would give more choice. Whitby crab and brown shrimp was delicious - a little slice of brown bread and butter would have finished it off nice and is traditional for brown shrimp. Scotch egg was also delicious.

TOTAL RESPONSES

31

Question 16: How would you rate the following in regards to your spa experience?

Excellent	Good	Fair	Poor	Total Responses	Not Answered
-----------	------	------	------	-----------------	--------------

Welcome	36 / 73%	11 / 22%	2 / 4%	0 / 0%	49	0
Facilities	40 / 82%	8 / 16%	1 / 2%	0 / 0%	49	0
Treatments	27 / 77%	7 / 20%	1 / 3%	0 / 0%	35	0
Service	35 / 76%	11 / 24%	0 / 0%	0 / 0%	46	0

Question 17: Do you have any other comments regarding your spa experience?

Result Set: Response ID: Answers:

1	6047	Very good
2	6049	Two therapists were really good. Professional and friendly. The third therapist coughed continuously and did not wash hands afterwards. Very unhygienic.
3	6066	The service of all the staff was 5 star rating, really made the break very enjoyable
4	6069	Only used the swimming pool
5	6075	some of the rooms where very similar
6	6077	My wife said it was the best she has been to in this country (including Ragdale, Ridding Park, etc).
7	6080	My wife (who likes spas!) commented this was the best she has been to in the UK.
8	6083	Lovely spa
9	6093	Fan hot stone treatment staff great
10	6094	Was disappointed with my facial
11	6095	Looking forward to seeing the new facilities
12	6096	The staff in the spa were incredibly welcoming to children, I was worried having been on a spa day (were there were no children present) how other guests and staff would react to the children..... I had no reason to be worried. The staff found toys and floats for the children and were fantastic both days but especially the gentleman with a Liverpool accent. Only thing I would mention was there was no nappy bin in the family/disabled changing and no towels although when I mentioned the towels we were brought some.
13	6100	Refer to earlier comments regarding lack of loungers/reclining chairs. Hopefully the new extension will improve matters but both my wife and I were not happy about standing around for half an hour with towels in our hands.
14	6101	A better system so you know whether you can use a lounge or not.
15	6103	The spa is an amazing place and we're so glad that we were lucky enough to experience the facilities. Karen the masseuse was amazing (as mentioned in a previous comment). Loved the spa and the facilities. Thank you
16	6109	The spa was excellent, staff excellent, cleanliness excellent.
17	6110	Would have preferred to be able to use the spa before or after check in/ check out. However understood the terms and conditions of our booking
18	6115	Didn't have treatments but facilities were great.
19	6116	There was quite an overpowering smell of blocked drains; not sure if it was related to the building work, but it was very off putting.

TOTAL RESPONSES

19

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

	Excellent	Good	Fair	Poor	Total Responses	Not Answered
Course	3 / 75%	1 / 25%	0 / 0%	0 / 0%	4	0
Clubhouse Facilities	4 / 80%	1 / 20%	0 / 0%	0 / 0%	5	0
Pro Shop	2 / 40%	3 / 60%	0 / 0%	0 / 0%	5	0
Service	5 / 100%	0 / 0%	0 / 0%	0 / 0%	5	0

Question 19: Do you have any other comments regarding your golf experience?

Result Set: Response ID: Answers:

1	6057	A very pleasurable day especially as the sun was out. Course was in excellent condition as expected.
2	6071	Free range balls for hotel guests is a fantastic idea
3	6091	There is no doubt that the course will be extraordinary and outstanding as the years pass.

TOTAL RESPONSES

3

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

Answers:

Responses:

Exceeded

26 / 44.1%

Met

23 / 39%

Fell Below

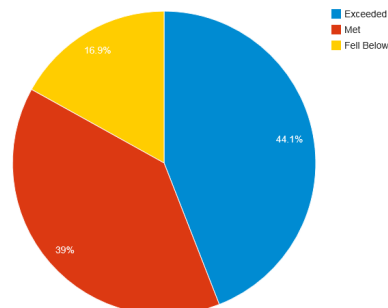
10 / 16.9%

TOTAL CLICKS

59

TOTAL RESPONSES

59



Question 21: What was the best part of your stay?

Result Set:

Response ID:

Answers:

1	6047	The bed and the spa
2	6048	Room comfort
3	6049	The clubhouse dinner. Fantastic ambience and singer. The food was also done very well.
4	6050	Spa
5	6052	The spa and golf
6	6053	I particularly enjoyed sampling the various cocktails in the Cocktail bar. Lovely surroundings & helpful staff. From my husband's point of view as a life long Middlesbrough supporter it was especially good as he got to see Steve Gibson !
7	6054	The spa and your staff.
8	6055	Spa and treatments
9	6056	Everything was done very well and the atmosphere was lovely. The room was stunning.
10	6057	There was no stand alone best as all parts of the stay were excellent and much appreciated.
11	6058	Over the past 4 years we have stayed at Ridding Park, Harrogate approx 15 times. We always thoroughly enjoy our stay there but wanted a change. Unfortunately our stay at Rockcliffe Hall fell well short of our experiences at Ridding even though we believed our stay at Rockcliffe Hall was going to be memorable! Was memorable but not in a good way.
12	6060	Spa
13	6061	All of it
14	6063	The Spa
15	6064	Returning home where I felt safe again
16	6066	Helpful friendly staff, spa facilities where beyond our expectations
17	6067	Relaxing, good food, peaceful, and excellent service all round
18	6069	Enjoyed the whole experience
19	6070	The ambience of Rockcliffe Hall
20	6071	My sons face as we drove up to the hotel
21	6072	Everything was excellent and meets everything you would expect from a 5 star establishment
22	6073	The size of the bedroom matched other 5 star hotels we have visited
23	6074	Dinner
24	6075	dinner

25	6076	Afternoon Tea service and selection were fantastic.
26	6077	The whole ambience of something special. It was a shame your restaurant was booked out at our time of booking and we shall certainly dine at Rockliffe next time if we can plan ahead sufficiently.
27	6080	Relaxed ,luxurious ambience, all the service, the spa.
28	6082	Service standards
29	6083	It was a beautiful sunny day wich made my experience better.
30	6084	Enjoyed all aspects, however as weather was so lovely it was nice being able to sit out on the balcony of room, to enjoy the views.
31	6086	The room and spa
32	6087	Everything!
33	6090	we enjoyed the whole experience
34	6091	Superb 5 course dinner.
35	6092	Dinner @ the orangery
36	6093	Treatment and new hall room with sunny balcony playing croquet in the spring sunshine. Professional helpful staff.
37	6094	The breakfast
38	6095	The whole experience was excellent
39	6096	The welcome and the actual hotel/spa
40	6098	Dinner at the orangery and use of the spa
41	6099	The spa facilities and treatments
42	6100	The Orangery is a lovely place to dine.
43	6103	The massage. The spa. The meal at the clubhouse. The room. Just all so good.
44	6104	The spa was a lovely part of our stay
45	6105	Friendly atmosphere in a high class establishment, made to feel welcome.
46	6106	Everything , was a lovely relaxing night .
47	6107	Our dinner in the Orangery.
48	6109	Breakfast was fantastic
49	6110	Overall time to relax and unwind
50	6111	Hard to specify one aspect it was all outstanding but, I found the stay to be totally relaxing even though I only stayed for one night and the service and overall experience were excellent
51	6112	The pianist
52	6114	We would like to say the Orangery, but due to our disappointment of what should have been a 5 course meal on our last evening we would have to say our room and the facilities.
53	6115	Everything.
54	6116	Breakfast in bed - heated trolley was excellent! The room was good and the service was appropriate for the hotel rating.

TOTAL RESPONSES

54

Question 22: What could we do better?

Result Set: Response ID: Answers:

1	6047	Have walks available
2	6048	See previous
3	6049	Dealinwith complaints effectively and in a timely fashion.
4	6050	Always room for improvement but certainly not knocking anyone, great place!
5	6052	the noise in the rooms
6	6053	I honestly could not find fault with anything.
7	6054	See comments about the Orangery.
8	6055	Breakfast without a doubt

9	6057	When you offer such an exemplar service throughout it is difficult to identify any areas for improvement. Just keep up the good work.
10	6058	Not the same attention to detail as Rudding Park. We were out on Saturday from 10.30 till 2.30pm. I was looking forward to returning to the room to relax and take a bath, only to find room service had just arrived to service the room. When we returned to the room on Sunday evening at 8.30pm from the Clubhouse, room service arrived at the same time to do the bed turn down, we said not to bother. All the times we have stayed at Rudding Park, we have never had room service wanting entry to our room at the same time as ourselves! I appreciate the Old Hall is beautiful, but considering the amount paid for the stay I was disappointed. The room door did not close properly, the wardrobe door had a broken hinge and didn't close. The room was above the main entrance and all cars and people talking could be heard quite clearly as if the window was open, but wasn't.
11	6060	Communication with regards the the vouchers
12	6063	Nothing
13	6064	In this instance nothing could have been improved on apart from maybe a bit of empathy.
14	6067	nothing extra needed, full marks
15	6069	Nothing I can think of!
16	6070	NO
17	6072	The only thing that I could say is the noise from the building work going on at the time of my stay
18	6073	Definetly improve the breakfast . The buffet was terrible with poor choice also portions for breakfast very small. Totally disappointed
19	6074	Follow up on concerns expressed
20	6075	more variety in the spar
21	6076	Service in the Clubouse left a lot to be desired on this occasion sadly.
22	6077	This nit-picking, but maybe explain the room facilities a little more - I've mentioned the shower control, but also we didn't find the tea/coffee tray and there was a flashing blue light from behind the tv which was noticeble at night - I didn't bother to query this as it was minor.
23	6080	Nothing really; if nit-picking, maybe explain the room facilities more fully; we didn't find the tea/coffee tray; there was a mystery flashing blue light behind the tv at night; we didn't realise the hand-shower was aimed straight at the door or which control would fire a jet straight at my wife outside the door when she was checking the controls (very funny, but maybe worth a thought).
24	6082	Not much
25	6083	Food is very average not 5* at all. Eat a lot better and cheaper else were.
26	6084	Service on Terrace
27	6086	Serve decaf tea in brasserie
28	6087	I don't think you could.
29	6090	the previously mentioned problems could and should have been avoided
30	6091	Just keep doing what you are doing if possible and that will be perfect thank you.
31	6092	There was a sense of mistrust when arriving at the spa
32	6093	Seen to faulty aircon as soon as we reported it so we could turn it off to sleep.
33	6094	Service in the brasserie was slow and although the dessert was sent back we must have waited at least 40 mins in total for that course we weren't in a rush but wasn't goo and we definitely wouldn't eat there again
34	6096	This is so pettybut I know it is more a business/adult hotel but there are a couple of things that would really make a difference for those with children. The first would be mini robes, my daughter loved wearing the robe but it was huge on her but my son (only 2) also tried. I can only imagine how pleased they would be had they had one. The others are things already mentioned, high chair for breakfast, wider straws for their juice and nappy bins. Not having them didn't spoil things but would make it better, I would be less nervous at breakfast. We chose not to dine in the hotel as I wasn't sure on arrangements for children.
35	6099	Food!
36	6100	Without booking more people into the spa, have some additional loungers available.
37	6101	See earlier comments.
38	6103	Can't think of anything off hand.
39	6104	Aknowlege when we complain about and advertised non workin feature of the room
40	6105	The first time we stayed as were given as a gift. Although we had a good stay, we didn't rate our room as there was a stench on oil, we were situated above the kitchen and the smell was unpleasant and stuck to our clothes which made matters worse as had to wear the clothes the following day. What was disappointing was that we had paid for an upgrade as were originally in a tiplady lodge. The only thing that I can comment on this stay were the building works being carried out, this could have been advised at booking. Although
41	6106	Nothing

42	6107	Temperature and hot water in the room.
43	6109	As pre mentioned, afternoon tea
44	6110	Water temperature in the room and room service breakfast
45	6112	Have a quick response to boiler trips. A cold shower in Tiplady lodge was less than optimal.
46	6114	Please could you make sure that you don't end up with future disappointed guests in the Orangery. I suppose if you're on a diet, the Orangery is the perfect place to go.
47	6115	Nothing
48	6116	Improve toiletries in bathrooms. Molten Brown or similar perhaps? We ate in the Brasserie, lots of meals around us were being returned. Staff were very polite & apologetic, but it was obvious. Our meal was included in the deal, which probably made us more benign and less motivated to complain - although the steak was pretty poor and really should have been sent back. Improve the selection of sparkling wines, the prosecco was harsh and hard to drink.

TOTAL RESPONSES

48

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	6048	Everyone was polite, no exceptional service, which is unusual in a hotel of this grade
2	6053	As I have previously stated all the staff are an asset to the hotel.
3	6057	No one in particular as all staff were welcoming, friendly, courteous and professional.
4	6063	Don't know names but 2 lads working in the Cocktail Bar on Monday 6th (night time) really friendly & down to earth.
5	6064	Night duty manager was discreet however I would have rather called the police. I do realise the hotel has an excellent reputation which was to be guarded at all cost. Luckily matters didn't escalate and I left alive.
6	6067	all good , particularly find your concierge staff superb, nothing is too much effort & always friendly & polite
7	6075	all excellent
8	6077	We didn't recall names, but whoever thought of our upgrade had I suspect listened to a passing comment on booking that this was a thank-you treat for my wife after a stressful period had passed, so our thanks for this.
9	6080	All excellent, but a special thanks to whoever upgraded our room.
10	6081	Jade and Amy
11	6083	All staff pleasant
12	6085	Kelly covering Debbie's maternity
13	6087	They were all excellent.
14	6091	Everyone was first class.
15	6092	Bartender in cocktail lounge on Tuesday 7/4 approx 12.30pm. Don't know his name. Tall, slim, bearded.
16	6093	All very good
17	6094	The staff at breakfast
18	6095	The staff in the orangery were exceptional
19	6096	Anton in concierge and the spa team.
20	6098	The sommelier on Wednesday evening!
21	6099	All the staff were good but I can't remember their names unfortunately. I do remember Trevor in the spa who was very helpful and gave us a good tour of the building
22	6100	Except for the male poolside, everyone we encountered provided first rate service with a smile and a personable style.
23	6103	Karen the masseuse (I believe she is a manager for treatments?).
24	6105	Unfortunately I have no name but the lady who was on breakfast on Thursday 9th April was fantastic.
25	6106	Not sure of her name , but she was a lovely Irish lady in the brasserie restaurant . She was very friendly and helpful , gave excellent service on Friday evening .
26	6107	The Sommelier - I'm sorry, I forget her name.
27	6109	The lady who served our afternoon tea to start with. Unfortunately I do not know her name but she is brilliant.
28	6110	I very much enjoyed the massage I received in the spa, however can't remember the therapists name
29	6114	All your staff that we came into contact with were excellent (as one would expect from a 5* Hotel.

30	6115	All staff were excellent.
31	6116	The evening concierge was very helpful and gave us a guided tour of public areas of the hotel - didn't catch his name though. The pianist was very good, we enjoyed listening to him play. The lady in charge of the Spa was knowledgeable, friendly and helpful.
TOTAL RESPONSES		
31		

Question 24: Please complete the following (optional)

Result Set:	Response ID:	Name::	Date of stay::	Room No::	Postal address::	Email::	Email (repeat)::
1	6047	Louis Hodgkins	03/04/15	04/04/15	Yo12 7rb	Hodgey9@hotmail.co.uk	Hodgey9@hotmail.co.uk
2	6048	Kate Chalk	3/4/15	211	49 Louth road s11 7au	Drkatechalk@gmail.com	Drkatechalk@gmail.com
3	6049	Lorraine Curry	3 April 2015	208	Merebrook Eden Vale Dormans Park West Sussex RH19 2LT	Littlemoyle@aol.com	Littlemoyle@aol.com
4	6050	Chris Harper	4/4/2015	408	44 west street, Normanby, Middlesbrough TS6 0LQ	Chris.harper1984@gmail.com	Chris.harper1984@gmail.com
5	6052	Tara Dew	05/04/2015	312	8 Greenwood Fold	tara.dew@zenith.co.uk	tara.dew@zenith.co.uk
6	6053	Katie Thompson	Friday 3rd April	316	11 St Mary's Garth, LS17 9ER	katie@stirlinginvestments.co.uk	katie@stirlinginvestments.co.uk
7	6054	Mr and Mrs James Kelly	3rd to the 5th of April 2015	218	14 Bewick Drive, Eldwick, Bingley, West Yorkshire, BD16 3QE	lisa.kelly@systagenix.com	lisa.kelly@systagenix.com
8	6055	Lindsay Leonard	05/04/2015	314		Lindsay.leonard@hotmail.co.uk	Lindsay.leonard@hotmail.co.uk
9	6056	Lee Cant	5/4/2015	201	ashryn, cattawade street, brantham, manningtree	john@kafleet.com	john@kafleet.com
10	6057	Stuart McAloone	5th & 6th April	318	LA13 9EJ	stumcaloone@hotmail.com	stumcaloone@hotmail.com
11	6058	Jackie Ashley	4th 5th April	207		D6ash@aol.com	D6ash@aol.com
12	6060	Mr and mrs ward	4th April	Tip lady 2	Ts159sd	Annahunton1980@gmail.com	Annahunton1980@gmail.com
13	6063	Simon Collett	06/04/2015	212	22 Ashtree Close, Newton Aycliffe. Co Durham. DL5 4FD	simonc77@sky.com	simonc77@sky.com
14	6064	Elaine	6th April 2015	15	30 Sawley Grove	hot_mama_999@hotmail.com	hot_mama_999@hotmail.com
15	6065	shawyer	3rd April 15	121		eric@thesouvenir.co.uk	eric@thesouvenir.co.uk
16	6066	Nicola	6/04/15	211	Ts22 5tz	Nicolafortune@hotmail.com	Nicolafortune@hotmail.com
17	6067	Chris Salisbury	5/4/2015	205	Slate Rigg Barn, Ripley, Harrogate, HG3 3JQ	chris@northernenergy.co.uk	chris@northernenergy.co.uk
18	6069	Ben Palmer	6/4/2015	320	10 Piper Road	benoit.palmer1@gmail.com	benoit.palmer1@gmail.com
19	6070	caplan	3rd - 6th April	202	5 the stables harewood nr. leeds	geoff.caplan@yahoo.co.uk	
20	6071	Marc robson					

21	6072	Paul swan	05.04.15 to 07.04.15	219	145 avenue road low fell Gateshead ne8 4jh	swanpaul2003 @yahoo.co.uk	swanpaul2003 @yahoo.co.uk
22	6073	Mr Colin Powell	5-7 April	216	7 lakeside South Shields NE34 7HA	colinpowell7@bl ueyonder.co.uk	colinpowell7@bl ueyonder.co.uk
23	6074	Phil Toase	27 A				
24	6076	Emma Moss	03/04/2015	2	10Durham Street, Wallsend,NE28 7RZ	emma.moss@d wp.gsi.gov.uk	emma.moss@d wp.gsi.gov.uk
25	6077	Keith and Jenny Bolton	6th/7th April 2015	204	7 Stone Rings Lane, Harrogate, HG2 9HY	Boltons7@aol.c om	Boltons7@aol.c om
26	6080	Keith and Jenny Bolton	6th/7th April 2015	204	7 Stone Rings Lane, Harrogate HG2 9HY	Boltons7@aol.c om	Boltons7@aol.c om
27	6081	Judith Snowdon	6th	14	18 Deanery Street, Bedlington, NE22 6JY	judithsnowdon0 1@gmail.com	judithsnowdon0 1@gmail.com
28	6082	Stuart Flynn	5/4/15	412	LN11 9QT	sflynn@kenwick -park.co.uk	sflynn@kenwick -park.co.uk
29	6083	Cheryl Mackay	5/4/2015		60 Kelly road ne312qn	cheryllouisemac kay@hotmail.co .uk	cheryllouisemac kay@hotmail.co .uk
30	6087	Julie French	7th April 2015	203		ian.french2@ntl world.com	ian.french2@ntl world.com
31	6090	gerald smith	7/4/2015	118 maple	30 the causeway	g.smith350@ntl world.com	g.smith350@ntl world.com
32	6091	John Kennedy	7/4/15	406	Beeches Water Lane Tickhill DN119RN	Shojo3@sky.co m	Shojo3@sky.co m
33	6092	Ian Rivers	7/4	116		languyrivers@g mail.com	languyrivers@g mail.com
34	6094	Julie Clark	7-9 April 2015	312	Poppies,Duke Street, Hintlesham,IP8 3QP	julieclark75@ho tmail.com	julieclark75@ho tmail.com
35	6095	Sandra brown	8/04/15	Tilia 13		Sandra.brown57 @icloud.com	Sandra.brown57 @icloud.com
36	6096	Pauline Fenton	08/04/2015	210	20 Sandray Close, Birtley, DH3 2HJ	Fenton0610@sk y.com	Fenton0610@sk y.com
37	6098	Gerard McKenna	6 - 9 th April	315		doreen.mcnama ra@gmail.com	doreen.mcnama ra@gmail.com
38	6099	Pat Ford	8.04.15	401, 402, 406	60 Willow Way, NE20 9RF	ford_pat60@hot mail.com	ford_pat60@hot mail.com
39	6100	Christopher Evans	8th April	Nine	4 Weardale, Pine Hills, Guisborough, TS14 8JL	christopherj.eva ns100@virginm edia.com	christopherj.eva ns100@virginm edia.com
40	6101	CAROLINE WAIGH	8 - 9TH APRIL	215	11, CRANBOURNE DRIVE	cjwaugh@btinte rnet.com	cjwaugh@btinte rnet.com
41	6102	Richard Hamilton	09/04/15	114	LS19 6SD	rhamilton1983@ gmail.com	rhamilton1983@ gmail.com
42	6103	Barry Simmons	9th April 2015	119 (19 Maple)	67	bazandjill@goo glemail.com	bazandjill@goo glemail.com
43	6104	Kevin Whitehead	09 April 2015	320	20 Brackenridge, shotton, DH6 2QT	kev.whitehead @hotmail.com	kev.whitehead @hotmail.com
44	6105	Andrea Smith	8/04/15	320	26A Newton Grange, Toronto, Bishop Auckland. County Durham DL14 7RP	andipandi80@h otmail.com	andipandi80@h otmail.com
45	6106	Carollyn lawson	10th april	312		carollyn.lawson @tiscali.co.uk	

46	6107	Lois Benson	10/4/15	403 - Tiplady Three	14 Blagdon Avenue, South Shields, Tyne and Wear, NE34 0SG	Lois_lush@hotmail.com	Lois_lush@hotmail.com
47	6108	Rachel Hunter	April 9th to 11th	12	84 Burton Road Cottingham East Yorkshire	rachelhunter121@hotmail.com	rachelhunter121@hotmail.com
48	6109	Kimberley Bourne	10/04/2014	Tilia 11	4 Old Engine Houses, Brusselton, CO. Durham, DL4 1QA	kimsegger@hotmail.com	kimsegger@hotmail.com
49	6110	Frances Johnson	10th April	408	3 Sycamore Road, Linthorpe, Middlesbrough, TS56QX	fajohnson1@me.com	fajohnson1@me.com
50	6111	Paul Steadward	9.4.2015	214	29 Collingham Drive, Nunthorpe, Middlesbrough	paul.steadward@btconnect.com	
51	6112	Pai					
52	6114	Mr & Mrs P Gretton	Monday 6th - Thurs 9th April	Top Lady - Sorry can't remember No.	Glebe House, Kirkland, Thornhill, Dumfries, Scotland, DG3 4HD	grettonjanet@yahoo.co.uk	grettonjanet@yahoo.co.uk
53	6115	Mr Richard Terry	10.4.15	219 & 217	10 Cliffe Lane	richard.terry@talktalk.net	richard.terry@talktalk.net
54	6116	Jimmy & Philippa Lagan	7th April 2015	314	24 Newsham Way, Northallerton	Philandjim@btinternet.com	Philandjim@btinternet.com

Question 25: Would you like to receive any further information from Rockliffe Hall regarding?

Answers: Responses:

Accommodation 29 / 27.4%

Memberships 4 / 3.8%

Dining 13 / 12.3%

Weddings 2 / 1.9%

Events 13 / 12.3%

Business & Conferencing 0 / 0%

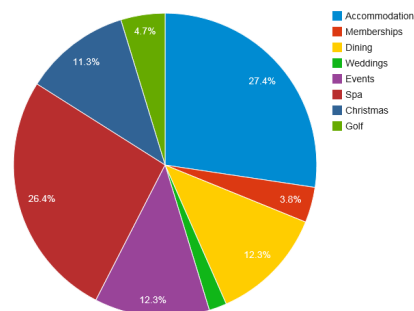
Spa 28 / 26.4%

Christmas 12 / 11.3%

Golf 5 / 4.7%

TOTAL CLICKS 106

TOTAL RESPONSES 106



Question 26: If you do not want us to publish your review online (including Crisp White Sheets)...

Answers: Responses:

... please select the box 19 / 100%

TOTAL CLICKS 19

TOTAL RESPONSES 19

