



Report Summary - 1st January 2015 - 31st March 2015

Survey: Feversham Arms Hotel & Verbena Spa Hotel Guest Experience Survey

Status: **Launched**

Total Responses: 1473

Created Time/Date: 10:26 18th Nov 2013

Filtered Responses: 87

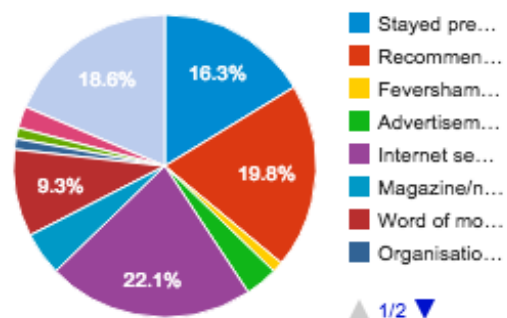
Modified Time/Date: 16:55 5th Feb 2015

Responses Excluded: 1386

Question 1: How did you hear about us?

Answers: Responses:

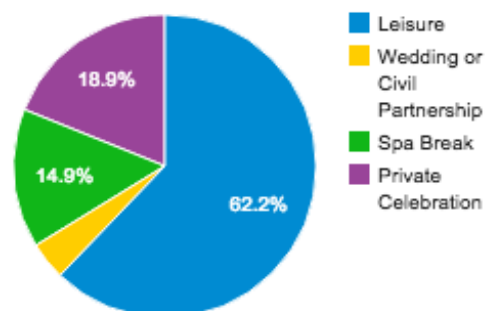
Stayed previously	14 / 16.3%
Recommendation	17 / 19.8%
Feversham Arms Emails	1 / 1.2%
Advertisement	3 / 3.5%
Internet searches (e.g. Google, Yahoo, etc.)	19 / 22.1%
Magazine/newspaper article	4 / 4.7%
Word of mouth	8 / 9.3%
Organisation booked	1 / 1.2%
Social Media (e.g. Facebook, Twitter, etc.)	1 / 1.2%
Trip advisor	2 / 2.3%
Other	16 / 18.6%



Answers:	Result Set:
For a wedding	1405
Had lunch there	1414
I had booked for my parents last Christmas and they recommended.	1420
Seen for many years of visiting Helmsley and walking	1423
won vouchers at charity function	1425
seen while visiting Helmsley	1429
regular visitor to helmsley	1448
regular visitor to helmsley	1449
On previous visit to Helmsley	1452
Gift	1456
Seen on previous visits to Helmsley	1457
Bought for my 50th birthday	1461
In passing	1464
Present	1468
Present	1469
Know the area well as we always stayed at the Black Swan previously	1478
TOTAL CLICKS	86
TOTAL RESPONSES	86

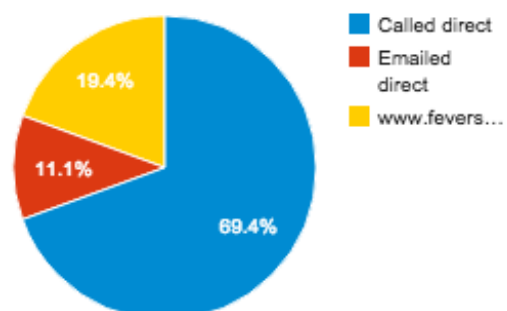
Question 2: Why did you stay with us?

Answers:	Responses:
Leisure	46 / 62.2%
Business Meeting	0 / 0%
Wedding or Civil Partnership	3 / 4.1%
Spa Break	11 / 14.9%
Private Celebration	14 / 18.9%
Other	0 / 0%
TOTAL CLICKS	74
TOTAL RESPONSES	74



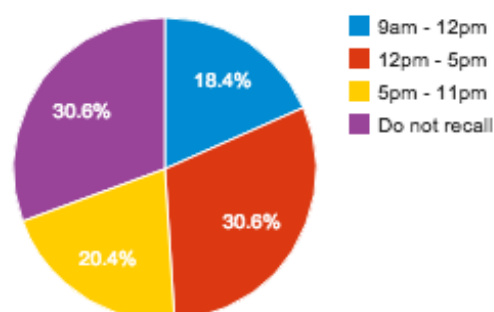
Question 3: How did you make your reservation?

Answers:	Responses:
Called direct	50 / 69.4%
Emailed direct	8 / 11.1%
www.fevershamarmshotel.com	14 / 19.4%
Other websites (e.g. booking.com, etc)	0 / 0%
Other	0 / 0%
TOTAL CLICKS	72



Question 4: What time did you call?

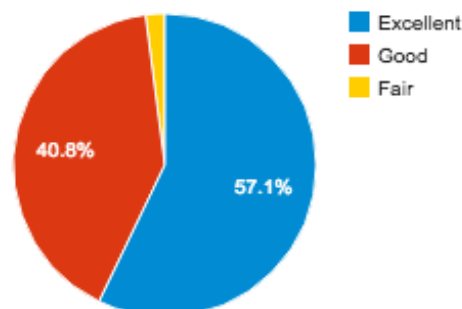
Answers:	Responses:
9am - 12pm	9 / 18.4%
12pm - 5pm	15 / 30.6%
5pm - 11pm	10 / 20.4%
11pm - 9am	0 / 0%
Do not recall	15 / 30.6%
TOTAL CLICKS	49
TOTAL RESPONSES	49

**Question 5:** The reservations team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were friendly and professional	33 / 67%	16 / 33%	0 / 0%	0 / 0%	0 / 0%	49	0
Were informative and helpful	30 / 65%	15 / 33%	0 / 0%	0 / 0%	1 / 2%	46	0
Offered appropriate advice	31 / 69%	13 / 29%	0 / 0%	1 / 2%	0 / 0%	45	0

Question 6: How would you rate the reservation process?

Answers:	Responses:
Excellent	28 / 57.1%
Good	20 / 40.8%
Fair	1 / 2%
Poor	0 / 0%
Very Poor	0 / 0%
TOTAL CLICKS	49
TOTAL RESPONSES	49

**Question 7:** Do you have any other comments regarding the reservation process?

Result Set: Response ID: Answers:

1	1398	No significant issue but I would have liked to have received my email confirmation a little sooner.
2	1415	The person gave me an upgrade. Such generosity is unheard of these days. I really appreciated the gesture.
3	1416	It took time to get confirmation of our booking
4	1422	No
5	1423	During our stay everyone including housekeeping were helpful.
6	1429	Could not have asked for more Ivan was fantastic
7	1434	Whole experience fantastic. Nothing too much trouble. We'll be back!
8	1435	no
9	1436	No
10	1446	I originally went to book on the website but there was no option to pay for the booking in full in advance so I

		telephoned to make the reservation. The lady I spoke with was very helpful and friendly. I then had to ring back twice to change the date due to my partner's work and our requests were accommodated immediately with no problems :)
11	1457	I was told that the deposit was for one of the two rooms I had booked but then the invoice showed both had been paid for previous to our stay
12	1464	No
13	1466	I had to call and change the dates of my original booking and the person who dealt with this was very helpful
TOTAL RESPONSES		
13		

Question 8: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
your overall experience at the Feversham Arms Hotel & Verbena Spa?	39 / 51%	26 / 34%	9 / 12%	3 / 4%	0 / 0%	77	0

Question 9: How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not	Total Responses	Not Answered
stay at the Feversham Arms Hotel & Verbena Spa in the future?	30 / 39%	21 / 27%	16 / 21%	8 / 10%	2 / 3%	77	0
recommend the Feversham Arms Hotel & Verbena Spa to your friends and/or colleagues?	32 / 42%	21 / 28%	15 / 20%	5 / 7%	3 / 4%	76	0

Question 10: How would you summarise your experience at the Feversham Arms Hotel & Verbena Spa?

Result Set: Response ID: Answers:

1	1390	Hotel staff obliging the spa staff could have been more flexible.
2	1395	Excellent
3	1397	Very relaxing stay, very nice staff, we had an excellent time. Only comment for improvement would be staff knowledge. e.g. reception staff to know more about local walks rather than just handing over the booklet, restaurant staff to know even more about the dishes and alternatives. (But I'm being VERY picky, it was excellent overall)
4	1398	A wonderful relaxing experience.
5	1400	Not what we expected or paid for. I walk with sticks and have a moon boot on, however we were shown to room 36 which has to be the room furthest from all facilities. The gentleman who checked us in (with a rather unclean suit) saw the difficulty in my walking but at no time did he offer to change the room or explain that another room was not available (the hotel appeared very quiet whilst we were there). From the living area of the room the bottom of the bed was visible, there was no valance covering the base of the bed which was dirty with scuff marks - not what we would expect for a £300 per night room. We have had much better breakfasts than served at the Feversham. The spa area did not open until 9am the day we were there, only the pool was open, so a visit before breakfast was out of the question as breakfast was only served until 9:30am. Very disappointing stay.
6	1401	Everything from the staff & service to the little details was superb, a truly magical experience & an idyllic hideaway.
7	1402	Really enjoyed it. Breakfast on second day (dec 30th) took nearly an hour to arrive though
8	1403	Great spa break in a wonderful village. My only tip is the ridiculous price of the restaurant.
9	1405	We enjoyed a lovely girlie spa day prior to the wedding of my daughter the next day. The wedding was just lovely and the staff made the whole experience so easy and pleasant. The hotel was warm and comfortable and very relaxed. The food on both days was excellent . Please convey our sincere thanks to all your staff for making our stay with you so fantastic.
10	1408	There was a problem with my reservation when I arrived as I had spoken to someone over the phone to alter the booking but this had not been updated on your system. Despite this, the gentleman I dealt with (Ivan) was extremely helpful and sorted everything out for me, including a discrepancy over the price I was quoted. He could not have been more helpful!!
11	1411	Pleasurable, very relaxing!
12	1412	It was a mixed experience. We loved the spa and the bar area for drinks in the evening but we thought our room was very tired and we didn't have a great experience in the restaurant - both with the food and the location of our table which was in the annexe off the main restaurant. It lacked any atmosphere in that room and was brightly lit which didn't help with the ambience. You definitely felt that you had drawn the short straw vs being in the main

		restaurant.
13	1413	Fabulous from start to finish
14	1414	Hotel public areas were lovely. Room ordinary but comfortable Spa was disappointing.
15	1415	Beautiful hotel & genuinely hospitable staff. My only issue is I was looking forward to a warm & cosy weekend with a country feel. I came from London & envisaged a fire in the lounge & hot chocolate. The fires were both unlit in the lounge & this really disappointed me. I felt cold & generally did not find the hotel warm. The sauna room, pool & showers could have done with turning up 3-5 degrees. I went for afternoon tea the next day in the pheasant hotel & wished we had stayed there. In all honesty I'm hampering after that now as I loved it. It hit the winter break nail on the head with its sumptuous furnishing & Fire. You may feel this is my personal preference but I did hear other guests saying similar things particularly regarding the sauna temperature. The lounge experience before dinner was really missing, especially give. Northern women's dress sense! It was a cold & cooperate looking area & the staff were very stretched - although lovely.
16	1417	Fantastic
17	1418	A very enjoyable stay. Unfortunately we were only there for one night. We would have loved to stay for longer.
18	1419	ExcellNt although the shower had no hot water and the bathroom needs the times grouting and the stove needs the glass cleaning so you can enjoy seeing the fire flames..... Simple things that given the price tag should be completed.
19	1421	Very good indeed, fabulous food (please do try and make sure that there is house wine available next time though - the cheapest bottle of wine is still £27, and as that wasn't available we were up past the £40 mark). I had a facial which was superb, room great (over hot but I eventually worked out the air con!). Breakfast superb too.
20	1422	Overall good but generally not good value for money.
21	1423	During our stay we found the staff quietly helped and got on with making our stay as friendly and relaxing as possible.
22	1425	Very pleasant and comfortable
23	1426	We had a lovely stay at the Feversham arms. The evening meal was excellent. The only disappointment was that the therapist giving my back massage had the flu and was sniffing and blowing her nose throughout the whole treatment. Firstly, she should not have been working and secondly, this spoilt the treatment as she continually stopped what she was doing to find a tissue! I felt very sorry for her, but this was not very professional.
24	1427	Very good - suited our needs perfectly
25	1428	Although we enjoyed the stay, we felt that there was a lack of service at times. Perhaps this was due to the staff being young, but we did not feel we received the service we expected from such a hotel.
26	1429	Excellent in every way
27	1430	Excellent staff very friendly. I felt that more staff are needed in the dining room, it was fully booked when we were there and staff did as much as they could to help but just not quick enough to clear tables and top up drinks etc
28	1431	The Feversham is a wonderful relaxing place to stay for any occasion but especially for that little something that's special to us (our wedding anniversary). From the moment you book in to when you leave you really feel its worth every penny. We again were lucky to be upgraded to a room we had stayed in before with a real fire. Its a five star hotel but has a very warm & friendly atmosphere and we love the pool & spa. We cannot fault anything from housekeeping to Management and all the staff go out of there way for you and always have smile for you. Its our favourite place in the UK and just wish we could stay more often!
29	1434	Fabulous from start to finish.
30	1435	The Spa was great, I suggest you de-couple this within your survey as the hotel accommodation is disappointing and very dated. We had what was described as an "Executive Room" very expensive for what you get. (No safe, no mini bar). Our eating experience in your restaurant with the taster menu was excellent. We will not use your accommodation again but will return to the spa.
31	1436	Mostly lovely but same as three years ago ... it is let down by the incredibly slow service in the restaurant and the order being taken wrongly/not supplied correctly. The couple opposite us too had the wrong breakfast on the Sunday delivered to their table. Food was excellent... service needs sorting for me to come back again.
32	1437	Although I would return to the feversham arms because we had a lovely time, the only thing which spoilt it for us was the room we were allocated had a rattling window which kept us up half of the night and resulted in us changing rooms at 3.30am!! The following morning, when checking out, we weren't even given an apology which I was very disappointed with and felt that it was very bad customer service.
33	1441	Relaxing with excellent services
34	1442	The hotel, room & spa was excellent. Unfortunately it was let down by the restaurant. We had the 6 course taster & the only dish that we enjoyed was the main course lamb. All other dishes were lacking in taste. We felt that the Chef used the best ingredients, however lacked the ability to get the best out of them. The staff were slow and we were left for long periods without service. Breakfast was also very disappointing, slow & staff couldn't get our simple order of wholemeal toast to come out with our breakfast (not before) right.
35	1443	Unfortunately, not as good as previously experienced. Our room was comfortable, however now starting to look a little tired and in need of a "refresh". Our time in the Spa was nice and relaxing and as good as we remembered from our previous stays. We were celebrating my husbands birthday and very much looking forward to dinner in the Restaurant. We booked our table for 8.30pm, so arrived in the bar just after 8pm, to enjoy a drink before dinner. We waited considerable time for menu's/drinks and were finally seated in the Restaurant just before 9pm! Fabulous starters, however an extremely disappointing Chateaubriand, initially undercooked. The quality of the beef was definitely not up to your normal standard, which for its high price you would expect it to be exceptional! The staff handled the situation very well, but we left feeling extremely unhappy
36	1445	Disappointing.
37	1446	Extremely enjoyable and relaxing.
38	1447	Lovely winter holiday, great spa facilities and breakfast.
39	1448	A very relaxing two days with your very attentive staff.
40	1449	Very relaxing. All the staff were very helpful and attentive.

41	1450	Lovely winter break. Spa facilities and food excellent.
42	1451	The hotel is very nice but I don't feel the quality of service lives up to expectations and the food is overpriced. It's very likely I would try a different hotel in Helmsley for another visit.
43	1452	Very disappointing.
44	1453	We enjoyed our break however I am going to be honest. I stayed in room 18 and was very disappointed. It was clean and comfortable but I expected it to be luxurious and it wasn't. The décor was twee just not what I expected and a far cry from the photos on the website. Maybe we were unlucky but it certainly was not what I expected.
45	1454	We needed a real break as we had been particularly busy - we enjoyed the comfort, good food, spa and Yorkshire.
46	1457	A little disappointed with some elements. Expected higher standards. Carpets a lwmn in parts. Very dusty blinds and splashed radiators in restaurant. Plume of dust when we sat on the sofa in the bar area. Spa and pool area delightful.
47	1459	To summarise, I'd say it was disappointing.
48	1460	The spa was too small and rather tatty in places. The food was of a great quality but the wait between courses was ridiculous. However, the vegetarian option on the tasting menu was goats cheese and more goats cheese, this desperately needs rethinking and add more variety. Overall I expected more quality for the price in terms of the room and spa.
49	1461	Very nice the tasting meal was made extra special by the expert knowledge of our waiter
50	1464	A very enjoyable couple of days relaxing in pleasant surroundings
51	1465	Relaxing
52	1466	Very relaxing, which was just what we were hoping for. Lovely meal on Sunday evening, with excellent service. Great spa with pleasant staff.
53	1468	Very pleasant, staff was very helpful. The only downside were 2 middle aged couples who were very loud within the hotel and spa (not taking in account that other people might be interested to use the outside hot tub). So much so that the beautician apologised after my 1 hour and 40 minute treatment. Other than that I would like to stay again
54	1469	The staff and service was excellent. Unfortunately there were two middle aged couples staying at the same time who spoiled the peace and tranquility for their fellow guests. So much so that the staff at the spa apologised for their behaviour.
55	1470	Good hotel, excellent cleanliness but for the price I Expected more in terms of special touches and luxury
56	1471	Overall it was excellent and thoroughly enjoyable.
57	1472	Fantastic, utter bliss and a pure break from reality
58	1473	Amazing! Luxurious!
59	1475	most enjoyable
60	1476	Was a fantastic experience. Cant wait to return.
61	1477	Very polite & helpful staff. Food & drinks pricey.
62	1478	An excellent room, having been given an upgrade and the dining room and all other aspects physically of the hotel were 1st class. Unfortunately spoilt by a poor slow service at breakfast, no apparent leadership although Christina worked very hard.
63	1479	A lovely hotel which enjoyed an atmosphere of calm & quiet, with lovely public rooms to sit in to relax. Service throughout hotel was fantastic. Our room was spacious and very comfortable. My wife was most impressed with the spa.
64	1480	I was happy with the service offered however I would add that the room we had was an executive room, when we arrived the windows had been left open and there were flies in the bathroom. The bathroom could do with an upgrade to add a more executive feel. The room was nice and clean and the amenities were suitable. The heating in the room was difficult to control and it was unbearable hot through the night. The spa facilities were nice and the spa was clean. Staff were friendly.

TOTAL RESPONSES

64

Question 11: When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly and professional	55 / 74%	16 / 22%	2 / 3%	1 / 1%	0 / 0%	74	0
The staff were efficient and made my arrival easy	58 / 77%	14 / 19%	1 / 1%	0 / 0%	2 / 3%	75	0
The ambience, design and interior decoration appealed to me	45 / 60%	25 / 33%	4 / 5%	1 / 1%	0 / 0%	75	0
The atmosphere was warm and friendly	44 / 59%	21 / 28%	8 / 11%	1 / 1%	0 / 0%	74	0

Question 12: Do you have any other comments regarding your arrival and/or any pre arrival contact?

Result Set: Response ID: Answers:

1	1398	Amendment of my reservation for a room upgrade proved tricky and confirmation via email was slightly delayed.
2	1401	Faultless
3	1404	Felt that furnishings were suffering wear & tear ie bed & sofa in spa suit also light shade broken. Sofas getting tatty in lounge area. Personally I found the bed uncomfortable & having mobility problems the bed was also far to low & I had to be helped out of it by my partner.
4	1412	It was a very efficient welcome but I wouldn't say it was warm.
5	1414	Our room wasn't ready when we arrived at 3pm. Waited until 3.20pm. As check in is already late having to wait longer was slightly annoying.
6	1415	A lovely welcome both at the hotel reception & spa.
7	1418	We were greeted and made very welcome.
8	1422	no
9	1425	Very attentive and hassle free with car being parked for us
10	1426	We thought that the phone call a few days before was a nice gesture.
11	1429	Wonderful
12	1431	Everything is made easy from booking to departure.
13	1435	no
14	1446	Birthday card and chocolates in room was a nice touch. Also having our own open fire in the room was a pleasant surprise!
15	1447	Arrived early but the room was ready and we were made welcome.
16	1449	No
17	1450	Arrived early but room was ready and reception was welcoming.
18	1451	Reception was empty when we arrived & had to wait.
19	1454	Friendly helpful staff
20	1459	We arrived at 11:00. Although we knew our room wasn't ready until 15:00 in advance, we were under the impression that we could use the spa facilities when we arrived. We were checked in by a gentlemen who wasn't friendly nor helpful and basically said "no, you can't use the spa until 15:00". When we pressed further, he said "You'll have to ask the spa, it's down there" Not a great first impression for a luxury hotel.
21	1464	No
22	1466	Very good to have a phone call a few days before arrival
23	1468	I did appreciate the valet parking
24	1469	The valet parking was a very nice touch.
25	1471	The valet parking service was a great touch.
26	1472	Nice touch welcome call prior to arrival
27	1476	Great welcome, helped with luggage, shown round facilities in the room.
28	1479	It was a nice touch for the receptionist to greet us outside at the car.

TOTAL RESPONSES28

Question 13: In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The design was appealing to my taste	32 / 43%	28 / 37%	11 / 15%	2 / 3%	2 / 3%	75	0

The selection of products provided in my bathroom were of excellent quality	47 / 63%	22 / 29%	5 / 7%	1 / 1%	0 / 0%	75	0
The room was cleaned to a high standard	45 / 60%	23 / 31%	4 / 5%	3 / 4%	0 / 0%	75	0
I was able to access the Internet easily	25 / 34%	21 / 29%	12 / 16%	10 / 14%	5 / 7%	73	0

Question 14: Do you have any other comments regarding your bedroom/suite? Please start your comments with the room/suite name.

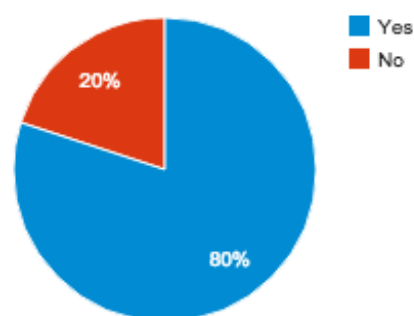
Result Set: Response ID: Answers:

1	1402	Standard rooms very small we were in 17. Will book a different one next time.
2	1404	See previous comments
3	1407	It was far too hot at night. Even with the air con on Very stuffy
4	1408	I thought the suite was quite small compared to other suites in other hotels I have stayed in.
5	1412	The room felt very tired. I purposefully didn't book the basic room therefore I had expected something a bit better. The bathroom in particular could do with updating as it feels very old and well used.
6	1415	The safe & door Handel were not very straightforward. We just felt bad as we had to trouble the staff to sort this out (they did). The shower took time to warm up. The bed was uncomfy to the extent where we suffered bad backs the next day. Lovely country tartan and decor with cute sheep touch. Reading material a nice touch although prefer vogue, haarpers , homes & gardens etc to several copies of yorkshire life. Stunning gardens & view.
7	1418	Nice, clean décor.
8	1419	Room 23 As previous comments
9	1422	It was rather small in size compared to our friends who paid the exact same amount as we did.
10	1423	Room 19. Found lack of space around bed, also lack of drawer space for clothing. Otherwise the room had plenty of character.
11	1426	Some mould around the shower area
12	1427	We were in Room 30; our son was sleeping in the sofabed in the living room, and it would have been nice if this had been converted back to a sofa during the day time, as the room wasn't that easy to use with the bed permanently down. But I realise that this takes time, and it's a minor quibble really
13	1429	Loved the room
14	1430	Power shower would be appreciated
15	1431	We stayed in the Sanctum which is perfectly located, quiet & close to the pool. The real fire is lovely and the housekeeping is impeccable and always refreshed towels even twice daily.
16	1435	please see previous comments regarding the room
17	1437	as mentioned previously, the bedroom had a window which rattled- we even tried putting toilet paper in to stop it!!
18	1441	We did not try to access the internet, so I cannot comment regarding the internet
19	1443	See previous comments
20	1445	Bathroom very small on size in terms of the position of the toilet to the bath - a tight squeeze.
21	1447	Stayed in room 8 which was fine.
22	1449	Nit very No wardrobe space and a but cramped in the dressing table area. .
23	1450	Room 8 was fine.
24	1451	The wifi service was intermittent and not reliable at all
25	1452	Room was Sanctum. While the room was satisfactory the bathroom left much to be desired. It was not a pleasant experience using the bathroom. The shower head was rusty. The shower over the bath and bath itself needs replacing. The worst thing was that during the night the floor was over run with silver fish. It was clear this was an older part of the building and nothing about it was inviting. There were insufficient instructions for the CD player and upon seeking assistance the problem was not resolved.
26	1453	Room 18 was a huge let down. Very twee décor not luxurious at all - no wardrobe, the shower was next to useless - only a trickle of water. Just really disappointed with it. Have paid far less money and got a much nicer bedroom in other places.
27	1454	24 - the toilet fitting was loose and the decor needed some TLC
28	1457	Damaged decor to the walls and Lino in the bathroom which didn't fit properly. Expected higher standards.

29	1459	The suite was tired. The bathroom was very ordinary. My wife had a bath which was warm, not hot.
30	1460	The taps in the room were hard to use and the sink very slow to drain
31	1461	The room is starting to look tired.
32	1462	The room was very noisy (traffic noise)
33	1463	Stayed in room 4 bathroom wall fittings not good. All towels rails kept falling apart.
34	1464	Room 16 - The relaxing and spacious sitting area (with open fire) enhanced the room significantly.
35	1465	Room was excellent I never tried the wifi so feel I can't comment.
36	1466	Room 12 - next time I would ask for a room not on that corridor, as it was a little noisy when we had come away to relax. It is also looking a little tired
37	1473	Best hotel I have stayed at
38	1476	Room 25 was bright and spacious. Very happy with the room.
TOTAL RESPONSES		
38		

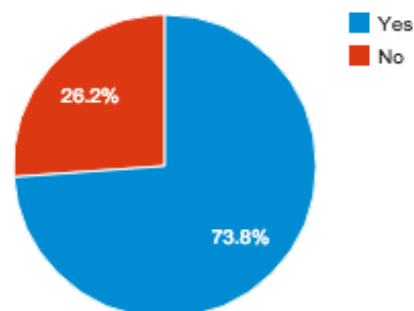
Question 15: Did you dine with us?

Answers:	Responses:
Yes	60 / 80%
No	15 / 20%
TOTAL CLICKS	75
TOTAL RESPONSES	75



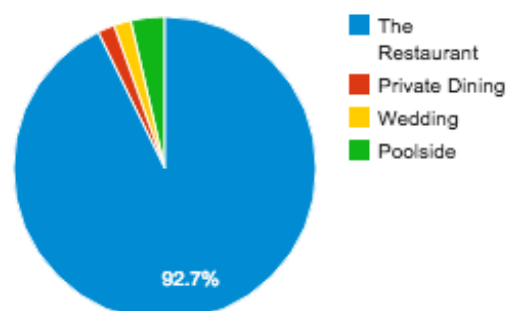
Question 16: Did you visit the Verbena Spa?

Answers:	Responses:
Yes	48 / 73.8%
No	17 / 26.2%
TOTAL CLICKS	65
TOTAL RESPONSES	65



Question 17: Where did you dine?

Answers:	Responses:
The Restaurant	51 / 92.7%
Private Dining	1 / 1.8%
Wedding	1 / 1.8%
Poolside	2 / 3.6%
TOTAL CLICKS	55
TOTAL RESPONSES	55



Question 18: How would you rate...

	Excellent	Good	Fair	Poor	Very Poor	Total Responses	Not Answered
The quality of the food	30 / 50%	23 / 38%	4 / 7%	2 / 3%	1 / 2%	60	0
The quality of service	36 / 60%	12 / 20%	7 / 12%	5 / 8%	0 / 0%	60	0
The atmosphere of your dining experience	26 / 43%	22 / 37%	7 / 12%	4 / 7%	1 / 2%	60	0
Your overall dining experience	25 / 42%	21 / 35%	8 / 13%	4 / 7%	2 / 3%	60	0

Question 19: Do you have any other comments regarding the Feversham Arms Hotel & Verben Spa as a dining venue?

Result Set: Response ID: Answers:

1	1398	thank you for accommodating my fiancées dietary requirements.
2	1401	My one minor point would be that the restaurant manager smelt heavily of cigarettes, having been involved in the hospitality industry for over 20 years & at a 5 star/Michelin Star level, I was some what surprised at this, normal practice is for staff involved in both the production & service of food not to be allowed to smoke in their uniform or work clothes.
3	1403	Ridiculous price
4	1412	I ordered the soufflé which when it arrived was like a suet dumpling it was so solid. The waiter said it was supposed to be like that but then agreed that it wasn't right. I ordered the sea bass as a replacement but I think that in the rush to get it to me (which I did appreciate), it was undercooked and very gelatinous in the middle. I didn't like to send a second meal back so I just didn't eat it. The soup starter and puddings were very good. The waiter was very attentive and we have no complaints there it was just a shame that the food didn't hit the mark. And as I mentioned before, the annexe off the restaurant lacks atmosphere. As we were led through the restaurant, which looked lovely, our hearts sank a bit as we sat in a very brightly lit room with only one other couple in there. Other people did come in later but it still didn't compare with the main restaurant.
5	1415	For some reason this area does not have nice boutique style decor. It's quite cooperate looking and not very chic. The staff were very overloaded although they did their best to please. I was disappointed with this area as it did not feel very luxury, special or high end.
6	1421	Although I appreciate that the food on the children's menu is of a higher standard than usual, and is designed to appeal to a wider variety of children who are quite fussy, it's worth noting that some small children relish their food and would appreciate something a little more inventive e.g. mini steak or roast with sauce and trimmings, salmon hollandaise, etc. Or perhaps the waitresses can be informed of anything from the daily menu which could be offered in a small portion? May be worth a try.
7	1422	Very overrated or at least what we selected was. Four of the six selected the lobster starter which was so small we all looked at each other in total shock and just smiled. We were so hungry, because although we booked our meal for 8.30 ish we didn't receive our starter until 9.35 plus we didn't even have any bread rolls served to us we had to ask. This was all a surprising after all we had heard from other friends about the Feversham Arms.
8	1423	Menu same each day and found no chicken dishes on th menu. Makes it difficult if you mainly eat chicken and fish.
9	1428	The good was excellent, however there were a few issues with the service. We would have preferred to sit in the main restaurant too as there was no atmosphere in the smaller room.
10	1429	Food very good and excellent service
11	1434	I feel the dining room is the only thing that lacks character. Nothing much to look at in there, but the food was out of this world!
12	1435	no
13	1436	As previously
14	1440	The food was poorly cooked (overdone fish, pork which was bland and tasteless, wrapped in a soggy pancake) and was meagre in terms of the portions. I would expect a £15 starter to be more than two, very small, overcooked pieces of lobster and a small amount of foie gras. It shouldn't be necessary to be offered, and have to accept, extra bread. It seems as if the restaurant is attempting to copy The Star (where we have also eaten) and is failing.
15	1442	The quality of the food was good but the taste was lacking. It also seemed to us that the staff were disjointed. It didn't flow right and they seemed stressed. We were booked in to dine at 8pm but weren't seat until nearly 9pm. We were left without a drink for over 20 mins. The restaurant & food experience let the rest of the stay down.
16	1443	Please see previous comments
17	1447	Only had breakfast, but the food was good, plentiful and well prepared, the staff were friendly and attentive, and the decor and ambience were lovely and peaceful.
18	1449	No
19	1450	Only had breakfast there, which was excellent.
20	1451	The food is overpriced I'm afraid - the quality just wasn't there for a £30+ single course.
21	1452	Compared to many other hotel experiences we found this one of the most disappointing. For the quality of food it

was more expensive than London experiences. Had it not been for the bread rolls my wife would have eaten only one small piece of fish that evening...and we attempted to have a three course meal.

22	1454	Pleasant dining room, afforded privacy & comfort
23	1459	The food was generally good but the service was very slow. For breakfast my wife asked for tea, it was 15-20 mins before it arrived. The same with dinner, long pauses between courses. At dinner, my wife was served with glass of wine with a fly floating around. It was exchanged (again, took 10 mins) but we were charged for it. I would've have thought the drink might have been given free given the circumstances.
24	1460	The meat tasting menu was fantastic. However the vegetarian version was just goats cheese and more goats cheese and needs rethinking to add more variety. The wait between courses was ridiculous especially as many of the courses were served cold.
25	1461	Exceptional
26	1463	The choice is limited and no provision for Gluten Free. Stayed in a number of other topclass spars in Yorkshire that catered for Gluten Free much better. Stayed at the Feversham arms 2 years ago and the menu and Gluten Free provishion was excellent. Overall the fact my wife fount it almost impossible to find anything to eat spoil the night.
27	1464	No
28	1466	Alessandro and Pavel are a real credit to the hotel They helped make the evening most enjoyable
29	1472	Spa food expensive for what it was. Smoked salmon sandwich and chips
30	1473	Excellent overall. Expensive though and although very nice, it wasn't at the same level as the rest of the experience we had.
31	1476	Amazing meal, fantastic service. Nothing more needs to be said.
32	1479	It was nice to be referred to by our names

TOTAL RESPONSES

32

Question 20: For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
We were able to access the internet easily	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Refreshments were delivered as requested	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0
Our business meeting requirements were met	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0 / 0%	0	0

Question 21: Do you have any other comments regarding the Feversham Arms Hotel as a business venue?

Result Set: Response ID: Answers:

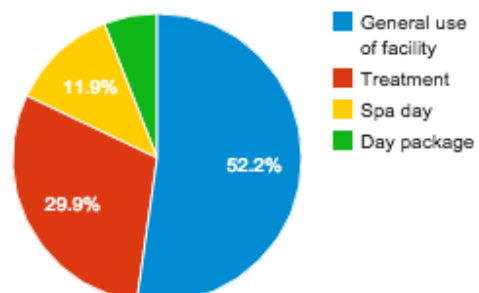
TOTAL RESPONSES

0

Question 22: Why did you visit the Verbena Spa?

Answers: Responses:

General use of facility	35 / 52.2%
Treatment	20 / 29.9%
Spa day	8 / 11.9%
Day package	4 / 6%
TOTAL CLICKS	67
TOTAL RESPONSES	67



Question 23: In regards to the Verbena Spa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
The staff were friendly and professional	38 / 67%	15 / 26%	3 / 5%	1 / 2%	0 / 0%	57	0
The facilities were of a high standard	31 / 54%	17 / 30%	5 / 9%	3 / 5%	1 / 2%	57	0
The quality of the treatments were of a high standard	22 / 45%	12 / 24%	13 / 27%	2 / 4%	0 / 0%	49	0
The overall spa experience was exceptional	23 / 40%	18 / 32%	9 / 16%	4 / 7%	3 / 5%	57	0

Question 24: Do you have any other comments regarding the Verbena Spa?

Result Set: Response ID: Answers:

1	1397	At one point the outside hot tub was dangerously hot
2	1398	General equipment and facility condition was good however the spa bath controls not fully working and required maintenance intervention.
3	1412	Thought that this was the best part of our stay. Loved the pool and the relaxation area. Great treatments. Would definitely recommend the spa.
4	1414	Not sure if it was lack of experience or maturity but the therapist chose to talk throughout my treatment (without my encouragement) maybe a training issue? But I wasn't interested to hear that she couldn't wait to go home for a glass of wine or that they didn't need hotel guests at the spa as they were already so busy!! (I was a hotel guest)! I have to say it did impact on my enjoyment of the treatment.
5	1415	A bit messy and poor selection of magazines. However great unique experiance with the heated pool. I felt like I was a step closer to my Iceland dream! Beautifully done outdoor area.
6	1418	Very enjoyable.
7	1419	The spa and steam room area are looking tatty and require update. Mould around doors etc noticed again. For the price tag these things should not be happening..... A simple walk around of rooms and area would highlight work required..... Sorry I work in a similar industry!
8	1426	Please refer to previous comments regarding staff illness and my experience of the treatment
9	1427	Excellent to have a warm outdoor pool even in December
10	1429	Very nice swimming in the dark in a hot pool was great
11	1431	clean, good facilities, great pool & hot tub!
12	1442	Lovely spa!
13	1445	Spa area where the steam rooms etc are is looking tired and not many facilities.
14	1446	Massage and facial was lovely. Very relaxed atmosphere throughout.
15	1447	Loved the heated outdoor pool. Never thought I'd swim outside in January in North Yorkshire!
16	1450	Loved the heated outdoor pool. Lovely and warm even in January.
17	1451	The staff were great and the treatment wonderful. Not overly keen on the communal steam/sauna area and need more clothes hooks!!!
18	1453	I think that there needs to be more than one outdoor hot tub! There was almost a queue forming when we were there. Also we were asked to be quiet whilst sat having a drink in the lounge area - sound proofing for the treatment rooms maybe?
19	1454	no
20	1459	The spa staff were very helpful. The massage I had was probably the best I've ever had. The facilities were OK, but a little small. At one point there were about 9 people in the spa rooms - it felt very busy with so few. We did go into the 'heated' pool but it was very cold. It was a cold day so perhaps why, but people had told us previously that it was nice to use the pool on a cold day because it was heated-we couldn't wait to get out.
21	1460	The overall spa needs repair the doors were rotten that led in and out of the spa. The hot tub was very popular so would suggest adding a second.
22	1466	Lucy & Natalie are friendly and put guests at ease
23	1468	The staff and the treatment was excellent. Unfortunately there were 2 couples that spoiled the atmosphere and tranquility

24	1470	Aromatherapy room did not smell of aromatherapy it smelt stale. One foot spa was not working properly and pool was not in great shape, missing tiles and dirty grout
25	1471	We loved the outside pool and hot tub. The other areas we found a little basic. Although the relaxation room was very pleasant and comfortable I was disappointed that there wasn't a separate relaxation room away from the bar area with relaxation beds that we could have used after our treatments. Whilst we were having our treatments there was a large party in the bar area that were becoming quite loud which was ruining the ambience whilst having a massage, I appreciate that as a business these situations are difficult however I do believe that maybe polite notices requesting noise is kept to a minimum.
26	1476	Chelsie was brilliant, so professional. We also had afternoon tea served to us in the spa which was great.
TOTAL RESPONSES		
26		

Question 25: The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Were polite and courteous at all times	50 / 68%	18 / 24%	4 / 5%	2 / 3%	0 / 0%	74	0
Were attentive to my needs	45 / 62%	19 / 26%	4 / 6%	3 / 4%	1 / 1%	72	0
Made me feel very much 'at home'	41 / 56%	20 / 27%	7 / 10%	4 / 5%	1 / 1%	73	0

Question 26: Was there any particular member of the team you would like to acknowledge and why?

Result Set: Response ID: Answers:

1	1398	1) The waiting staff who were all fantastic and attentive. 2) The spa centre manager: She was publicly confronted by a client who was angry that her child had been asked to leave the spa bath due to being under 16. She dealt with the situation very professionally, politely and respectfully despite being put under extreme pressure with unnecessary threats of escalation.
2	1401	Our waiter for the evening was fantastic, his knowledge & enthusiasm for the food & wine he served us enhanced the meal without being obtrusive. Unfortunately we I can not remember his name but he was blonde haired & Eastern European. I have worked in hospitality for over 20 years at both a 5* & Michelin * level & can honestly say that he is a credit to your establishment & also a truly passionate professional..
3	1404	The polish gentleman in the restaurant at dinner & breakfast was exceptional. Sorry I can't recall his name
4	1412	The spa receptionists were all really friendly and welcoming.
5	1414	Everyone was very nice particularly the manager in the restaurant at breakfast.
6	1420	Gentleman who waited our table on the Friday was most helpful. Lucy gave an exceptional massage. Charles assisted with sound wine recommendation.
7	1427	The doorman/car valet man was particularly helpful - he helped with defrosting our car and kept a space for us when we went out in the evening.
8	1429	Ivan on reception
9	1431	Hannah for our booking. Ivan, Michael, Ian always on hand and all the staff whose names I did not remember!
10	1435	Abbeygale
11	1436	Receptionist was charming... and efficient
12	1437	The gentleman working the night shift- it was only his fourth night working at the feversham arms and he was very helpful and allowed us to move to a different room to sleep in.
13	1442	One waiter in the restaurant. I didn't catch his name but he was a young English lad & out of all of the restaurant staff, he seemed to be the only one who knew what he was doing!
14	1443	The young lady in the Restaurant was excellent, sorry but unfortunately can't remember her name other than it began with the initial R
15	1449	No
16	1454	the polish waiter - didn't get his name - very friendly but not over the top
17	1457	Ian - warm,genuine person.
18	1459	I've mentioned the gentlemen at check-in. Very unfriendly. At checkout, we were asked if we'd enjoyed our staff. We told the gentlemen that it was very disappointing. He said "Sorry to hear that" and passed us the bill!!!! That was his chance to make amends for the disappointing trip - massive fail.
19	1461	Yes our waiter

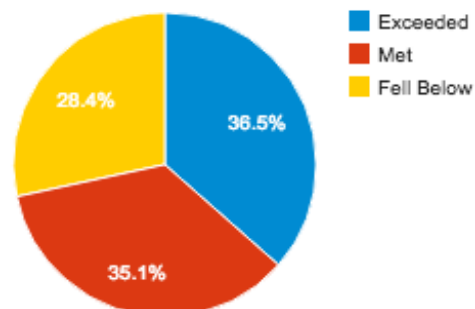
20	1464	No
21	1466	Pavel - ideal personality for this industry
22	1470	The waiter on the fri 6th evening was very attentive and enthusiastic he showed great passion for the cheeseboard and for every dish or drink he served. Very attentive
23	1474	I asked for non-feather bedding quite late (around 10pm) as I had only just noticed the feather and I am allergic to feathers - a very kind and professional staff member cam to bring new bedding and change it at the drop of a hat - she has blonde hair and was working on the reception desk. I was very grateful.
24	1476	Chelsie and Karis in the spa, Daniel in the restaurant. Although to be honest every single member of staff we encountered were great, very friendly and so hospitable.
25	1478	Ian on Reception very helpful
TOTAL RESPONSES		
25		

Question 27: When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Total Responses	Not Answered
Departure was easy and straight forward	49 / 67%	23 / 32%	0 / 0%	1 / 1%	0 / 0%	73	0
The final account was easy to understand	41 / 57%	22 / 31%	5 / 7%	3 / 4%	1 / 1%	72	0
The final account was accurate	46 / 66%	20 / 29%	1 / 1%	1 / 1%	2 / 3%	70	0

Question 28: How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	27 / 36.5%
Met	26 / 35.1%
Fell Below	21 / 28.4%
TOTAL CLICKS	74
TOTAL RESPONSES	74



Question 29: Was there anything else that we could have done to enhance your overall experience?

Result Set:	Response ID:	Answers:
1	1398	1) final account was a little difficult to understand due to complexity of the Christmas package and how this was split over several lines. It would be great to consolidate this to one line if possible to make reading the extras purchased much easier to follow. 2)Response for room service on Christmas day night around 10pm was a little slow due to few staff being available such that I left the room to find someone.
2	1404	Update the beds/ mattress' as this affected my stay.
3	1412	Please see previous comments.
4	1415	I was very disappointed with the lack of lit winter fires. However my expectations were met as having consulted trip advisor I did not expect a standard as high as somewhere like the crescent hotel in bath which is also double the price. I booked the feversham despite negative trip advisor reviews as the pheasant & star inn were fully booked. I would book further in advance next time as I feel the pheasant would be more my vibe. I dreamed of an understated cosy luxury place for my days in North yorkshire & do not feel the feversham achieves that in the way other places do. I guess it was once like that & had been affected by the recession. Tops marks for staff effort & the overall set up!
5	1417	We were given our bill when we asked for our room key.. The bill was wrong. Found the situation uncomfortable
6	1420	Later check out of spa facilities. Felt that dinner was decent quality, but did not justify the price.
7	1422	Give better value for money.The next evening we stayed over in Harrogate our room was better than what we had at the Feversham Arms and cost £50 room only.

8	1426	Compensated for the poor experience and poor professionalism of my treatment
9	1427	Very minor things; the cheese option at breakfast was served on a very hot plate which seemed a little odd; and flat screen TVs would have made more space in the rooms and avoided the need for two sets of buttons!
10	1428	Improvements to customer service. The bar area was also not clean.
11	1429	No everything was fab u lous
12	1431	no its perfect and I hope its stays the same.
13	1435	get the accommodation updated
14	1436	Just the restaurant service needs sorting. I have stayed three times at The Devonshire Arms, Bolton Abbey and would rather go back there for the restaurant taster menu than at the Feversham. That is no reflection on the food... but rather the service. A great pity.
15	1437	I think that due to the inconvenience of having to change rooms at 4 o'clock in the morning as well as ruining a 'relaxing' night away, we should have at least been offered an apology! It was my partner's birthday on the Friday (day of departure) and we were so tired we went straight home and missed the market in Helmsley! We felt as though we were just given an 'ok thanks for telling us, can you pay now please' which isn't acceptable!
16	1440	The final account did not itemise either the food or drinks which we had in the restaurant, so it was impossible to tell whether we had been correctly charged.
17	1442	Better food. Its a big part of why we stay somewhere. We had stayed at you sister hotel in Helmsley earlier in the year & found that exceptional. Unfortunately food wise you fell below our expectations.
18	1445	Sign outside our room (room 3) made a loud noise due to the weather from the early hours and meant after a couple of hours of not sleeping we had to move rooms at 4am.
19	1447	The room was good but not exceptional, everything else was.
20	1449	We were very happy with our first visit to the feversham arms.
21	1451	Improve the service, man reception at all times, improve the food and lower the price.
22	1452	On departure we mentioned our concerns with the room. We received an apology and were told that our concerns would be passed to housekeeping. We feel overall it was a more serious issue than could be dealt with by 'housekeeping'.
23	1454	don't think so
24	1459	Too much to mention
25	1462	Different room
26	1464	No
27	1465	Although mentioned several times when booking there was no acknowledgement of mine and my Wifes birthday
28	1466	Two minor points - no newspaper arrived on the first morning, and we had to ask twice for some ice to be delivered to the room on the second evening
29	1470	For the price I expected to feel thoroughly spoilt but it was on a par with other hotel and spa experiences that I have had had and paid less for
30	1473	Will come again that is for sure!
31	1478	Just my previous comments.
TOTAL RESPONSES		
31		

Question 30: Do you have any further comments?

Result Set: Response ID: Answers:

1	1398	A lovely hotel with friendly staff that we look forward to visiting again. Thank you for a wonderful stay.
2	1401	We are very much looking forward to returning in the future.
3	1404	Water temperature too cold when showering before dinner. Something you would have expected years ago but not in this day & age. Quite an unpleasant experience. For £300 for the night it is a basic requirement.
4	1414	We enjoyed our stay thank you and the hotel staff were very nice..
5	1417	The chap on the black jack table was great!! Good effort!
6	1418	We will be visiting again!
7	1419	We come to stay with you at least once a year and despite my comments, we love it!! Thank you for some memorable times.
8	1422	Try and improve.
9	1427	Staff uniformly friendly, especially to our three-year-old; and the relaxed vibe really suited us
10	1428	We were not asked when we checked out if we enjoyed our stay and if everything was ok. We felt that they were

		only interested in us paying the bill. There was no general chat from any of the staff that served us that would make you feel at home during a stay.
11	1429	Hope you got my letter re our wonderful stay and thanking all the staff for making it so memorable
12	1431	Yes, don't change a thing! Hopefully see you for New Year this year! Thank you.
13	1435	no
14	1436	No
15	1442	One thing we noted, especially as we hadn't enjoyed our meal, when we checked out no-one on reception asked us if we had enjoyed our stay or if everything had been ok for us.
16	1445	Having stayed in many lovely hotels (e.g. Seaham Hall) I was really expecting a similar experience - especially given the price of the rooms. Our stay at the Feversham came nowhere near the standard or experience of other places of a similar price and rating and we felt so disappointed with the visit. Indeed I felt quite cheated handing over my hard earned money, despite getting a £30 discount due to being kept awake. We had come away for a specific reason and the stay spoilt a time that was supposed to be special. Needless to say we will not be returning.
17	1447	Will recommend and come again. Helmsley is a lovely village and right on the Cleveland way, so good for walkers.
18	1449	No
19	1451	It's probably worth letting people know their room may overlook the hot tub area - I suspect many won't like it. We had to keep the curtains drawn.
20	1452	On our way to Helmsley we had contemplated staying a second night. Unfortunately our experience was such that we decided against it.
21	1454	We will no doubt be back & will recommend you to friends
22	1459	The 'experience' cost us north of £500 for one night. It was very expensive and the experience didn't live up to expectations. We've wanted to stay at the Feversham for a number of years but we could never really justify the cost. It was my birthday so we decided to treat ourselves. We stayed at the Devonshire Arms last year for my wife's birthday. I told them it was her birthday when I booked and when we checked in, there was a little gift in the room for her. It was an expensive give but a gesture. It's little touches like this that make the experience better. The friendliness of the hotel staff was what I'd expect in a travel lodge and not befitting a luxury spa retreat. Breakfast in bed was an extra £10 - really??? When I've paid £500 to stay? We won't be coming back.
23	1464	No
24	1473	Would be nice if I was emailed any special deals.
25	1474	Thank you so much - we had a lovely stay.
26	1476	I think there should be a rate for returning guests to encourage loyalty.
27	1478	Because of our experience at breakfast it put us off of having dinner in the hotel.
TOTAL RESPONSES		
27		

Question 31: It is very important to us to minimise our impact on the environment. Do you have any ideas or changes we could make so that we can be greener as a business?

Result Set: Response ID: Answers:

1	1404	Use paper towels in the public toilets &
2	1415	Organic bathroom products rather than boring old elemis!
3	1420	Tree planting either on or off site. Paperless billing. Intelligent lighting systems. Is the pool covered at night?
4	1427	Heated swimming pool probably consumes a vast quantity of energy - but it was really enjoyable in the near-zero temperatures!
5	1431	n/a
6	1435	no
7	1436	No
8	1447	Probably not necessary to change towels etc. twice a day, unless requested.
9	1449	No
10	1450	Towels etc. don't need to be changed twice a day unless by request.
11	1454	no
12	1459	No
13	1464	No

14	1465	None
15	1473	An amazing hotel. Loved it.
16	1474	It was quite hot in our room - working out how to turn the heating down would have been good!

TOTAL RESPONSES

16

Question 32: What is your gender?

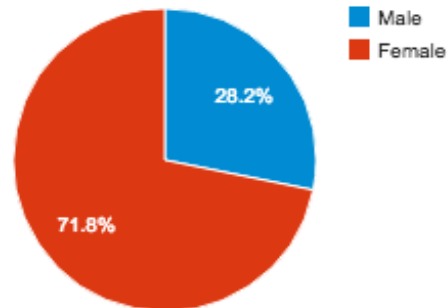
Answers: Responses:

Male 20 / 28.2%

Female 51 / 71.8%

TOTAL CLICKS 71

TOTAL RESPONSES 71



Question 33: Which of the following ranges includes your age?

Answers: Responses:

Under 18 0 / 0%

18-24 2 / 2.9%

25-34 16 / 22.9%

35-44 21 / 30%

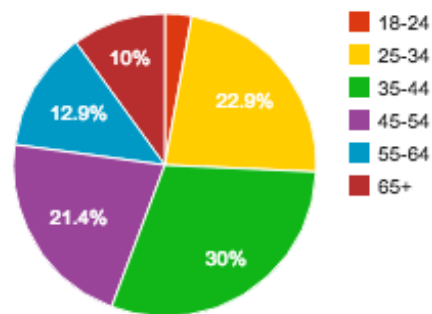
45-54 15 / 21.4%

55-64 9 / 12.9%

65+ 7 / 10%

TOTAL CLICKS 70

TOTAL RESPONSES 70



Question 34: Please complete the following (optional):

Result Set:	Response ID:	Guest name::	Room number::	Departure date::	Email address::	Arrival date::	Mobile No::	Email address (repeat)::
1	1390	Lucy rawlinson	2		Lucyrawlinson@mail.com		07929492983	Lucyrawlinson@mail.com
2	1397	James Scully			jamesscully@gmail.com			jamesscully@gmail.com
3	1398	Russell Parish	35	27/12/14	russell.parish@zen.co.uk	24/12/14	07775797175	russell.parish@zen.co.uk
4	1400				vivlister@hotmail.com			vivlister@hotmail.com
5	1401	Jason King	23	28/12/20014	jasonkingis@msn.com	27/12/2014	07957514128	jasonkingis@msn.cm
6	1402	Burley	17 and also 21	30 Dec	Sburley@btinternet.com	28 Dec	07754772723	Sburley@btinternet.com
7	1404	Kate leggett	34	28 dec	Kateleggett@gmail.com	27 dec		Kateleggett@gmail.com
8	1405	Christine Hayton	27			29th Dece		

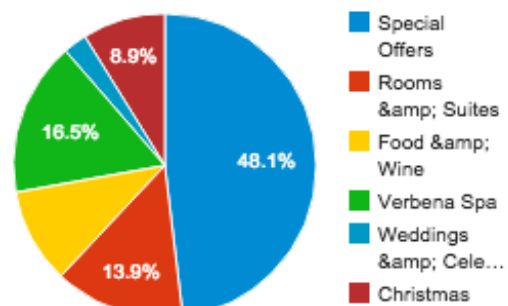
9	1406	Danny Singh	35						
10	1407	Franklin	308??	30/12	Joannemarie cole@hotmail.co.uk	29/12	07504960017	Joannemarie cole@hotmail.co.uk	
11	1412	Julie Hurcomb	I think 3 but might have been 5	28 Dec 2014	julie.hurcomb@btinternet.com	27 Dec 2014	07789791892	julie.hurcomb@btinternet.com	
12	1413	Rebecca jones		29.12.14	rebeccaj77@hotmail.co.uk	28.12.14		rebeccaj77@hotmail.co.uk	
13	1414	Jill Tweddle	12	31st December	Jill.tweddle@outlook.com	30th December		Jill..tweddle@outlook.com	
14	1415	Geeta la Roche	33	31/12/14	Geetalaroche@gmail.com	30/12/14	07841836463	Geetalaroche@gmail.com	
15	1417	Wilson	27/12/14	1/1/15	terrie_wilson@hotmail.co.uk	31/12/14	07907546692	terrie_wilson@hotmail.co.uk	
16	1418	James Barr	17	03/01/2015	james.barr@atkinsglobal.com	02/01/2015	07786 567226	james.barr@atkinsglobal.com	
17	1419	Jayne Bowers	23			02.01.15			
18	1420	Stuart Beach	Elysium 14	4-1-15	stuartbeach@hotmail.com	2-1-15	07971796850	stuartbeach@hotmail.com	
19	1421	Leanne Townsend	26	3rd Jan 2015	l.townsend@abdn.ac.uk	2nd Jan 2015	07810887930	l.townsend@abdn.ac.uk	
20	1422	Peter Moore	5	3/1/2015	peterhmoore@talktalk.net	2/1/2015	07917038563	peterhmoore@talktalk.net	
21	1423	Mr & Mrs foster	19	05.01.2015		02.01.2015			
22	1425	Eggermont	12	3 jan	irene.eggermont@hotmail.co.uk	2 jan	07977555937	irene.eggermont@hotmail.co.uk	
23	1426	McLean	27	4/1/15	rebecca_marczak@hotmail.com	3/1/15		rebecca_marczak@hotmail.com	
24	1427	Tanya Jackson	30	31/12/14	tanya.ross@burohappold.com	28/12/14		tanya.ross@burohappold.com	
25	1428	Laura webster	29	04/01/15	Lew2812@hotmail.co.uk	03/01/15	07793966312	Lew2812@hotmail.co.uk	
26	1429	Kate Fenny	27	5 Jan 2015	katefenny@hotmail.com	4 Jan 2015	07740952397	katefenny@hotmail.com	
27	1431	Mr & Mrs A Voke	16	9th January	carol.voke1@gmail.com	6th January	07711519137	carolvoke1@gmail.com	
28	1432	Anne hollings	29	8th jan	Anne_hollingworth@yahoo.co.uk	7th jan	07966840916	Anne_hollingworth@yahoo.co.uk	
29	1435	Peter & Mandy Basham	5	8th Jan	peterembasham@aol.com	7th Jan	07802641347	peterembasham@aol.com	
30	1436	Burrows	33	Sun 11th jan	hab@gsal.org.uk	Sat 10th jan		hab@gsal.org.uk	
31	1437	Ashley Palmer	4	9/1/15	jazzamy@hotmail.co.uk	8/1/15	07974160536	jazzamy@hotmail.co.uk	
32	1442	Alison Wood	27	24/01/15	aliwood2507@btinternet.com	23/01/15	+447734103 833	aliwood2507@btinternet.com	
33	1443	Mr & Mrs Dobson		24th Jan '15	kendra.dobson@btinternet.com	23rd Jan '15	07595 081553	kendra.dobson@btinternet.com	
34	1445	Sarah Baker	3	24/01/15	sarahbaker23@talktalk.net	23/01/15	07921292170	sarahbaker23@talktalk.net	
35	1446	zoe shepherd	16	23 jan 2015	zoz_shep@yahoo.co.uk	22 jan 2015	07972856323	zoz_shep@yahoo.co.uk	
36	1450	Jennifer Harvey	8	28/1/15	jhjeniharvey3@gmail.com	26/1/15	07794850693	jhjeniharvey3@gmail.com	
37	1451		29						

38	1452	Rev. Barry Miller	16	30 January	Revbarrymiller@gmail.com	29 January 2015	07748770847	Revbarrymiller@gmail.com
39	1453	Sharon Green	18	Saturday 31st January	sharongreen232@gmail.com	Friday 30th January	07793 548505	sharongreen232@gmail.com
40	1454	Rachael Hendry	24	4 feb	yayhendry@gmail.com	30 jan		yayhendry@gmail.com
41	1457	Helen crookes	8	31/1/2015		30/1/2015	07896897155	
42	1459	Jonathan Edwards		01-02-2015	jonathanedwards@integral-it.co.uk	31-01-2015		jonathanedwards@integral-it.co.uk
43	1460	Mr m Connolly	17	01/02/2015		31/01/2015		
44	1461	Stewart mell	12	31/01/2015	stewartmell@stewartmell.karoo.co.uk	30/01/2015	07905965488	stewartmell@stewartmell.karoo.co.uk
45	1463	Martin Joyce	4	31/1/15	martin@tjoyceandsons.co.uk	30/1/15	07850 285952	martin@tjoyceandsons.co.uk
46	1466	Mr & Mrs Jowett	12	3/02/2015	the-buck-inn@btconnect.com	1/02/2015		the-buck-inn@btconnect.com
47	1470				Winterrach@yahoo.co.uk			
48	1471	Donna & David Branagan	9	07/02/2015	donna@branagan.co.uk	06/02/2015	07940498720	donna@branagan.co.uk
49	1472	Kate Sutcliffe	4	7.2.15	Kate.Sutcliffe@hotmail.co.uk	6.2.15	07411965795	Kate.Sutcliffe@hotmail.co.uk
50	1473	Lee Johnson	30	8 Feb	lee_take2qa@yahoo.co.uk	7 Feb	/	lee_take2qa@yahoo.co.uk
51	1474	Danielle Trigg	31	8/2/15	danielletrigg@gmail.com	7/2/15	07947582634	danielletrigg@gmail.com
52	1475	J Seddon	32	8.2.15	jack.seddon@o2.co.uk	7.2.15		jack.seddon@o2.co.uk
53	1476	Dan Parker	25	8/2/15	dp24@sky.com	7/2/15	07871 601031	dp24@sky.com
54	1477	tracy Thornton	10	8th Feb 2014		7th Feb 2015	07774668047	
55	1478	Sheila Brown	Room 2	12th February	hitech.sheila@btinternet.com	8th February		hitech.sheila@btinternet.com
56	1479	john & lynn shepherd	3	10th Feb 2015	jbshprd@tiscali.co.uk	9th Feb 2015		jbshprd@tiscali.co.uk
57	1480	Stacey Phoenix	5	10/02/2015	sphoenix@hotmail.co.uk	09/02/2015	07730467974	sphoenix@hotmail.co.uk

Question 35: Would you like to receive any further information from the Feversham Arms Hotel & Verbena Spa regarding?

Answers: Responses:

Special Offers	38 / 48.1%
Rooms & Suites	11 / 13.9%
Food & Wine	8 / 10.1%
Verbena Spa	13 / 16.5%
Meetings	0 / 0%
Weddings & Celebrations	2 / 2.5%
Christmas	7 / 8.9%
TOTAL CLICKS	79
TOTAL RESPONSES	79



Question 36: If you do not want us to publish your review online (including Crisp White Sheets)...

Answers:	Responses:
... please select the box	15 / 100%
TOTAL CLICKS	15
TOTAL RESPONSES	15

