



#### Respondent details:

Fully completed? Yes

Date completed/last update: 12:01 28th Apr 2014

RID 537

#### Why did you stay with us?

Answers:	Responses:
Leisure	<input checked="" type="checkbox"/>
Business/Meeting	<input type="checkbox"/>
Wedding or Civil Partnership	<input type="checkbox"/>
Spa Break	<input type="checkbox"/>
Private Celebration	<input type="checkbox"/>
Other	<input type="checkbox"/>

#### How did you hear about us?

Answers:	Responses:
Stayed previously	<input type="checkbox"/>
Recommendation/Word of mouth	<input type="checkbox"/>
Careys Manor Hotel & SenSpa emails	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.careysmanor.com	<input checked="" type="checkbox"/>
www.senspa.co.uk	<input type="checkbox"/>
Internet searches (e.g. Google, Yahoo, etc.)	<input type="checkbox"/>
Magazine/newspaper article	<input type="checkbox"/>
Organisation booked	<input type="checkbox"/>
Social Media (e.g. Facebook, Twitter, etc)	<input type="checkbox"/>
Trip Advisor	<input type="checkbox"/>
3rd Party Booking Engine (e.g booking.com, trivago)	<input type="checkbox"/>
Other	<input type="checkbox"/>

#### How did you make your reservation?

Answers:	Responses:
Called direct	<input checked="" type="checkbox"/>
Emailed direct	<input type="checkbox"/>
www.careysmanor.com	<input type="checkbox"/>

www.senspa.co.uk	
Other websites (e.g. booking.com, etc)	
Other	

Did you know that by booking directly via [www.careysmanor.com](http://www.careysmanor.com) or by phone, you get the best available rates and packages?

Answers:	Responses:
Yes	
No	

How would you rate...

	Excellent	Good	Fair	Poor	Very Poor
your overall experience at Careys Manor Hotel & SenSpa?				✓	

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
stay at Careys Manor Hotel & SenSpa in the future?				✓	
recommend Careys Manor Hotel & SenSpa to your friends and/or colleagues?				✓	

How would you summarise your experience at Careys Manor Hotel & SenSpa?

Answer:
Not brilliant. We paid over £200 for one night per room and were put in the worst rooms the hotel offers. I had to move rooms in the middle of the night having discovered the door leading to the "garden" was open when I made sure they were secure before I left for the evening as I was a single female staying on my own. The room I moved to was very good and I do not understand why we could not have had similar to begin with if they were available. Marcel the night manager was excellent and moved me straight away, he is a credit to the hotel. The gentleman I spoke with on checking out didn't seem to care what had happened as I bought it up and he said oh yes I heard about that but didn't offer any sort of apology for unconvinced caused. He was incredibly dismissive.

When you arrived

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The staff were friendly, welcoming and professional		✓			
The ambience, design and interior decoration appealed to me					✓
The atmosphere was warm and friendly			✓		

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

Answer:
We booked a garden room but the view wasn't a garden it was a hedge. The garden rooms were opposite our ones and had a nice view of the garden.

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed					✓
There was a good selection of products in my bathroom		✓			
The room was cleaned to a high standard			✓		

Do you have any other comments regarding your bedroom/suite? Please start your comment with your room/suite number.

Answer:
The room was clean however incredibly tired and in need of an upgrade.

Did you dine with us?

Answers:	Responses:
Yes	
No	✓

Did you use the SenSpa?

Answers:	Responses:
Yes	✓
No	

Was there a reason why you chose not to dine with us?

Answer:
Too expensive

Was there a reason why you did not use the SenSpa?

Answer:
Answer not supplied

Where did you dine?

Answers:	Responses:
The Manor Restaurant	
The Zen Garden	
Le Blaireau	
Private Dining	
Function Room	


In regards to your dining experience...

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The food was excellent					
The service was friendly & professional					
The overall dining experience was exceptional					





Do you have any other comments regarding your dining experience(s) with us?

Answer:
Answer not supplied

Why did you visit the SenSpa?

Answers:	Responses:
Leisure facilities (pool, sauna & steam room)	
Hydrotherapy facilities	
Treatment	
Spa day	
Day package	

In regards to the SenSpa

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
The staff were friendly and professional						
The facilities were of a high standard						
The quality of the treatments were of a high standard						
The overall spa experience was exceptional						

Do you have any other comments regarding the SenSpa?

Answer:
The spa has the potential to be excellent. There was water leaking from the roof, there were wet used towels lying around everywhere and not enough seating.

For business

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
There was appropriate meeting support material in the room (e.g. flip charts, pens, etc.)					
We were able to access the internet easily					
Refreshments were delivered as requested					
Our business meeting requirements were met					

Do you have any other comments regarding Careys Manor Hotel & SenSpa as a business venue?

Answer:
Answer not supplied

The members of the team

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Were polite and courteous at all times				✓	
Were attentive to my needs		✓			
Made me feel well looked after				✓	

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

Answer:
<p>Marcel was excellent.  The young man who checked is out was incredibly rude and unconcerned that I didn't feel safe the night before and that my two friends who were in an adjoining room also did not feel safe.</p>

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
You were sad to leave					✓
The final account was accurate		✓			

How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	
Met	
Fell Below	✓

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


Answer:
Answer not supplied

Do you have any further comments?


Answer:
<p>I would actually like a partial refund for our stay, we spent £416 in total for one nights stay and it was not at all relaxing. The website is misleading with regards the accommodation. On check out I was informed we stayed in a standard room, your website does not state that and for £208 a room per night I would not expect standard! I am so upset by the whole experience, a friend of ours was over from New Zealand and we decided I stay here as a surprise for her but it wasn't as we expected.</p>

What is your gender?

Answers:	Responses:
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Male	
Female	

Which of the following ranges includes your age?

Answers:	Responses:
Under 18	
18-24	
25-34	
35-44	
45-54	
55-64	
65+	

Would you like to receive any further information from Careys Manor Hotel & SenSpa regarding?

Answers:	Responses:
News & Events	
Le Blaireau Bar & Bistro	
Leisure Breaks	
Spa Break	
Spa Day	
Weddings	
Conferences	
Christmas	

Please complete the following (optional):

Answer:
Rebecca kearns

If you do not want us to publish your review online...

Answers:	Responses:
... please select the box	