



#### Respondent details:

Fully completed? Yes

Date completed/last update: 15:19 3rd Aug 2014

RID 1074

#### Why did you stay with us?

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

#### How did you hear about us?

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

#### How did you make your reservation?

Answers:	Responses:
Called direct	
Emailed direct	
www.careysmanor.com	<input checked="" 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:
<p>Disappointing when compared to previous visit - Spa was delightful - a bit grubby in places but overall delightful, room was spacious &amp; well designed, staff were very welcoming &amp; polite however our room was very dirty on closer inspection. In the morning I stepped out of bed onto 2 pieces of either glass or thick plastic (which I gave to your duty mgr). When I picked up the sharpe pieces of glass / plastic I noticed a brown piece of food on the floor - just in line with the bed - it had been there so long it had stained the carpet ! My husband had sneezed all night long &amp; thinking it was a unusual pollen in the New Forest I closed the large windows - the sneezing continued &amp; in the morning after a very restless sleep for both of us my husband suggested it was possibly dust related - not seeing any apparent dust I looked up high &amp; we discovered the lamp shades / light bulbs coated in THICK dust, it was not a couple of weeks worth - it was several weeks or even months. With the air from the window blowing it must of disturbed the dust causing it to fall below ON US ! I have pictures if you wish for them to be sent but your duty mgr did go to view this (room 44), I don't think ours would of been the only room. I appreciate not everyone is sensitive to dust like my husband - however I don't also think it is something I needed to point out apon check in. These issues were raised with your duty manager on 28.07.14 - approx 11am and subsequently your operations mgr Ajit More has contact me saying if &amp; when we stay again we are to ask for him &amp; he will ensure we leave "smiling" - what ever that means !! He did not elaborate on how he planned to "make us smile" but it was clear than in order for us to be left smiling it would mean us spending more money at your hotel, something I felt was quite wrong. After spending approx £500 for one night (bed, breakfast, spa, champagne &amp; flowers in the room on arrival,treatments, food, drinks etc) we would not be prepared to risk staying again. This was our anniversary treat away from running our business &amp; our 2 children - both time &amp; money are precious to us - we had 26 hours to relax &amp; recharge - we chose your hotel at which to do it at &amp; unfortunately we wish we hadn't. I don't think it would of been so bad but both senior members of staff that I have spoken with since have simply offered champagne / spa treatments &amp; "to leave us smiling" on our next visit - assuming we would be prepared to spend our money to stay again at your hotel. Very disappointing.</p>

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:
Answer not supplied

In regards to your bedroom/suite

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
The room was comfortable and well appointed	<input checked="" type="checkbox"/>				
There was a good selection of products in my bathroom		<input checked="" type="checkbox"/>			
The room was cleaned to a high standard					<input checked="" type="checkbox"/>

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

Answer:
<p>Room 44 - Our room was very dirty on closer inspection. In the morning I stepped out of bed onto 2 pieces of either glass or thick plastic (which I gave to your duty mgr). When I picked up the sharpe pieces of glass / plastic I noticed a brown piece of food on the floor - just in line with the bed - it had been there so long it had stained the carpet ! My husband had sneezed all night long &amp; thinking it was a unusual pollen in the New Forest I closed the large windows - the sneezing continued &amp; in the morning after a very restless sleep for both of us my husband suggested it was possibly dust related - not seeing any apparent dust I looked up high &amp; we discovered the lamp shades / light bulbs coated in THICK dust, it was not a couple of weeks worth - it was several weeks or even months. With the air from the window blowing it must of disturbed the dust causing it to fall below ON US ! I have pictures if you wish for them to be sent but your duty mgr did go to view this (room 44), I don't think ours would of been the only room. I appreciate not everyone is sensitive to dust like my husband - however I don't also think it is something I needed to point out apon check in. These issues were raised with your duty manager on 28.07.14 - approx 11am and subsequently your operations mgr Ajit More has contact me saying if &amp; when we stay again we are to ask for him &amp; he will ensure we leave "smiling" - what ever that means !! He did not elaborate on how he planned to "make us smile" but it was clear than in order for us to be left smiling it would mean us spending more money at your hotel, something I felt was quite wrong. After spending approx £500 for one night (bed, breakfast, spa, champagne &amp; flowers in the room on arrival,treatments, food, drinks etc) we would not be prepared to risk staying again. This was our anniversary treat away from running our business &amp; our 2 children - both time &amp; money are precious to us - we had 26 hours to relax &amp; recharge - we chose your hotel at which to do it at &amp; unfortunately we wish we hadn't. I don't think it would of been so bad but both senior members of staff that I have spoken with since have simply offered champagne / spa treatments &amp; "to leave us smiling" on our next visit - assuming we would be prepared to spend our money to stay again at your hotel. Very disappointing.</p>

Did you dine with us?

Answers:	Responses:
Yes	<input checked="" type="checkbox"/>
No	

Did you use the SenSpa?

Answers:	Responses:
Yes	<input checked="" type="checkbox"/>
No	

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

Answer:
Answer not supplied

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:
Meat portions were quite small but very very tasty.

#### 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 basket that contains all the wet towels in the ladies needs a clean - huge amounts of dust between the wicker - probably due to air conditioning. Absolutely love the facilities & the staff are very professional yet personable.

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:


Answer not supplied

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

Answer:
I think my comments so far explain these.


Do you have any further comments?

Answer:
We feel very sad to have lost your hotel as part of our escape plan as we have visited it together & with friends - this time was special as it was our 7th wedding anniversary. I don't know what your policies are but when your senior staff can see the problem for themselves (dirt, dust, broken glass / plastic) and acknowledge it is not acceptable offering guests a bottle of champagne / fizzy wine on their next visit it's almost insulting & presumptuous.

What is your gender?

Answers:	Responses:
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:
Amanda kelleher

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

Answers:	Responses:
... please select the box	