



#### Respondent details:

Fully completed? Yes

Date completed/last update: 18:34 21st Jan 2014

RID 267

#### 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 checked="" type="checkbox"/>
Careys Manor Hotel & SenSpa emails	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.careysmanor.com	<input 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:
Overall great break: Pros Great location, food in Thai restaurant, professional staff, nice settings, wonderful massage ( from lord) and loved the spa and pool area. Yoga teacher and session was great on Sunday morning. Spa staff really helpful too. Cons Had a 915pm booking in the Thai restaurant and we both felt like the manger is particular was rushing us so they could finish thier shift. They literally cleared our starter which came out almost immediately, and came straight back with our main courses. Some could say this was efficient but we got a general vibe of feeling rushed. Spa treatments - vat could be more upfront as the treatments were already fairly expensive so this felt a bit cheeky and not very clear on the spa info. Bespoke massage is also not really totally bespoke as you pick off a list. Then my boyfriend asked for slightly firmer pressure in his and got told that this was a Thai massage so if he wanted former then he needed to pay for a 1 hour session. He also asked for more legs and was told she only had a 15 min programme - so he asked her to do it twice. So not truly bespoke. I also asked for more legs and was told not possible, but not to worry as my legs would be better afterwards as all connected. So I guess it's in the way you say it. If being picky then didn't love the scrambled egg a think it's a packet mix that hotels use so tastes very bland. This was for breakfast obviously. but other than the above and they did not spoil the break - everything else was great.

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:
Room 30

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	<input checked="" type="checkbox"/>
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:

Answer not supplied

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	<input checked="" type="checkbox"/>				
Were attentive to my needs	<input checked="" type="checkbox"/>				
Made me feel well looked after	<input checked="" type="checkbox"/>				

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

Answer:
Lord - only name I remember but thought she did one of the best massages I have had!

When you were leaving

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
You were sad to leave	<input checked="" type="checkbox"/>				
The final account was accurate	<input checked="" type="checkbox"/>				

How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	<input checked="" type="checkbox"/>
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:
Answer not supplied



What is your gender?

Answers:	Responses:
Male	
Female	<input checked="" type="checkbox"/>

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:
Reng

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

Answers:	Responses:
... please select the box	