



#### Respondent details:

Fully completed? Yes

Date completed/last update: 15:59 12th Feb 2014

RID 357

#### Why did you stay with us?

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

#### How did you hear about us?

Answers:	Responses:
Stayed previously	
Recommendation/Word of mouth	
Careys Manor Hotel & SenSpa emails	
Advertisement	
www.careysmanor.com	<input checked="" type="checkbox"/>
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>To be honest at first we were not too impressed as we had read the leaflet and expected to be shown round and details of the spa highlighted. We were shown a map. Then my daughter could only get a large black bracelet whereas I had the pink smaller one that fitted better. These needed to be a good fit as they enable entry to the spa area. Then we found we had not brought £1 to use the locker. ..this is because the gym is also a private gym. However, we did manage to get our room earlier and the key was brought to the spa. Our lunch was superb in the Thai restaurant. We then met Monika in the shop who was very helpful and very thoughtful. In addition to this I had a wonderful massage by Alice. My daughter had the hot stones which she was looking forward to, having discovered this type of treatment a few weeks before. Her's was disappointing as a bit disjointed and not so enjoyable but the therapist was lovely if not a bit less practised...the staff were delightful and very helpful. Toilet rolls seemed to run out on the upper floors of the Thai restaurant and the spa . One of the toilets did not flush properly. The hotel and Manor restaurant were fabulous. Wifi was not always available and ringing 0 did not solve the problem as it is not always manned. When we left we had been charged incorrectly in the tune of £231 ish but this was resolved speedily. In conclusion we did have a wonderful time and the staff are lovely. Perhaps the next time we would prefer to visit when it is not so busy. I left my jumper there but it has not been handed in to lost and found. It may still be inside the locker.</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:
As per comments above

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 key did not work at first so I took them to the reception and that solved the problem.

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:

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:

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:

We ought to have booked more before the date. It was all my treat so I was going to buy 6 treatments. 3 each but the discount of 5% was per person rather than for the person paying.

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:
Monika because she was passionate about her products and Alice because she is very good at what she does.

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:
Nothing other than my previous comments.


Do you have any further comments?

Answer:
No



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:
Patricia Leigh

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

Answers:	Responses:
... please select the box	