



#### Respondent details:

Fully completed? Yes

Date completed/last update: 07:35 16th Mar 2015

RID 2362

#### 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	<input checked="" type="checkbox"/>
Emailed direct	
www.careysmanor.com	

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:
extremely enjoyable and excellent service. very relaxing and just what was needed.

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	✓				
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:
Answer not supplied

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:

Yes.

We are returning guests and have been to stay a number of times.

The service is always good-excellent, the staff in the restaurants and bars are always exceptional and really add to the experience. The sommelier Ophelie (?) was really lovely and a joy to talk to.

However...two rather large negatives I'm afraid.

1) the new look/refurb of what was the Manor restaurant. Sadly, it is not an improvement. It is not in keeping with the 'Manor' style of the hotel which so very much loved. the traditional feel and the piano at dinner, and the carpet and comfortable dining chairs etc, all fitted in with the sitting room and bar area. Now, although it is very well done and very modern, it is not in keeping and feels weird. Although, as said, as restaurants go, it is not necessarily bad, it is so different and far too 'modern'. (I should add, we are only in our early 30's so these are not the words of old 'fuddy duddys!')

I think the lack of carpet makes it noisier, it feels less intimate and more like a canteen, and we really do not like the booths - these give it a very 'Pizza Express/Prezzo' restaurant feel - which although have their place in their restaurants and are fine, it is not what one wants from a much more luxurious or expensive dining experience. I'm sure you are aware that not everyone would be a fan and you can't please everyone, but I really think you've lost a lot of the Manor's charm with this. The ambience is so irrevocably changed it almost feels cold as opposed to cosy/luxurious.

2) whilst we realise that tastes vary greatly in décor, I think the food should speak for itself. The food is still exceptional, absolutely delicious as it always was. However, it is totally and ridiculously over priced. It was always on the pricier side, but very good value, but now you have added on as much as £10 a dish for the starters and desserts - for the SAME food you were serving before. The quality is still very good but it certainly is not worth the extra cost. So it is very obvious that we are paying for your very costly (and not an improvement) refurb. The ice cream, for example the same that we had last year but so much more expensive - how can you possibly justify this price hike?

Also, the main courses were very nice, but, even smaller - we only know this as usually we have three courses in the Manor restaurant and struggle to finish them, this time, my husband was still hungry, and not happy at being so. So, higher prices, smaller portions and the same (albeit very good) quality of food. As we live in London and eat very decent meals there regularly, we can tell you that this does not compare favourably for the same quality/portion size etc. As an example, I know that I had the fillet steak in the Manor restaurant and it was possibly around £26-£28 and was extremely good - this year, its much more expensive but not necessarily any bigger/better. My husband (I think) had the venison last year and again this year - this year he was hungry afterwards and it was more expensive.

We would strongly recommend that you at least revise your prices or reconsider the menu - it is in particular the starters and desserts where the prices are bordering on the ridiculous (particularly for those of us who can remember the exact same thing being served for around £10 less!)

re breakfast - a mixed bag. We weren't quite as keen on the new set up as much as the old set up, although the hash browns are now better now that they are served to one fresh instead of sitting in the metal troughs going soggy! Service still good, although we were there on quiet days, I imagine having to take orders and serve hot meals from the menu as well as the other choices and replenish the breakfast buffet could make it quite a busy/manic time at the weekends, and I hope you staff accordingly.

The sausages were much nicer before - the new ones you serve are smaller and nowhere near as tasty.

Le Blaireau restaurant was lovely and the food was really delicious and the staff were really nice. Only small negative, the dauphinoise potatoes that were served with the duck were pretty inedible. Too dry and very stodgy indeed. Apart from that, everything was great.

And the lunch options (if one just wanted sandwiches/snack whilst sitting in the relaxation room) were much better value than previously - really generous portions and much more reasonably priced. And we liked the fact that there is a lot more choice of beverages in the quiet/relaxation area.

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:

Yes.

Treatments absolutely fantastic as per usual. Reception staff were very accommodating to help us find suitable treatments at convenient times. Quality of treatments was very high. The essential relaxation massage in particular was brilliant.

The hydrotherapy area is always a treat, however, I do feel that when we pay £70 between us to use the facilities that these should be working properly. A couple of the 'experience' showers did not work properly or were very awkward to get going - not at all good enough. Also, the crystal steam room was not really working properly - again, unacceptable I would say. You advertise your hotel as a luxury spa experience, you should ensure that the extra facilities that you charge for are working. In conversation with a regular member they told me that you had been having problems with this for some time - again, unacceptable. At the very least you should notify your guests that there is a bit of an issue. Please get this fixed.

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:

I'm afraid I cannot remember everyone's names (for shame), but I do recall the reception staff when we checked out (11am 3rd March), two gentlemen, being extremely helpful, friendly and courteous. Very nice indeed.

### 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	
Met	<input checked="" type="checkbox"/>
Fell Below	

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

Answer:
<p>Perhaps as there was a wedding event being held, you may have anticipated that there would be additional queries at reception and staffed it accordingly at the time of check in. On our arrival (3pm 1st March), there were quite a number of people waiting to check in because of queries as a result of the wedding event, and not enough staff.</p> <p>In our room (78) the shower was great, really good water pressure and flow, but the drainage was very poor. The bath filled up quite a bit in the duration of the shower.</p>

### 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	<input checked="" type="checkbox"/>
35-44	
45-54	
55-64	
65+	

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

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

Please complete the following (optional):

Answer:

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

Answers:	Responses:
... please select the box	