

Respo	ndent	details:
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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	✓
Other	

## How did you hear about us?

Answers:	Responses:
Stayed previously	✓
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?

The transfer mane year reconstance.	
Answers:	Responses:
Called direct	
Emailed direct	
www.careysmanor.com	<b>✓</b>

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

Did you know that by booking directly via 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?					<b>*</b>
recommend Careys Manor Hotel & SenSpa to your friends and/or colleagues?				>	

### How would you summarise your experience at Careys Manor Hotel & Description (SenSpa?)

#### Answer:

Disappointing when compared to previous visit - Spa was delightful - a bit grubby in places but overal delightful, room was spacious & well designed, staff were very welcoming & 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 & thinking it was a unusual pollen in the New Forest I closed the large windows - the sneezing continued & 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 & 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 & when we stay again we are to ask for him & 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 & 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 fr

### 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	<b>&gt;</b>				

In regards to your bedroom/suite    Strongly Agree   Agree   Neither Agree   Disagree   Strongly Disagree	Answer:					
Strongly Agree	Answer not supplied					
Strongly Agree						
Strongly Agree	In regards to your bedroom	/suite				
Disagree Well appointed Well appointed Disagree			Agree	Neither Agree	Disagree	Strongly
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:  Room 44 - Our room was very dirty on closer inspection. In the morning I stepped out of bed onto 2 pieces of either glass thick plastic (which I gave to your duty mgr). When I picked up the sharpe pieces of glass / plastic Included a brown pleast fick plastic (which I gave to your duty mgr). When I picked up the sharpe pieces of glass / plastic Included a brown pleast 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 sneez all night long & thinking it was a unusual pollen in the New Forest I closed the large windows - the sneezing continued & it we morning after a very restless sleep for both of us my husband suggested it was possibly dust related - sceing any apparent dust I looked up high & we discovered the lamp shades / light bulbs coated in THICK dust, it was not a cought will be morning after a very restless sleep for both of us my husband suggested it was possibly dust related - sceing any apparent dust I looked up high & we discovered the lamp shades / light bulbs coated in THICK dust, it was not a cought will be morning after a very restless sleep for both of us my husband suggested it was possibly dust related - not everyone is sensitive to dust like my husband - howe wels worth in the surface of the proper is sensitive to dust like my husband - howe wels worth of the man of the proper is sensitive to dust like my husband - howe wels worth in the well were to a skell the proper is sensitive to dust like my husband - howe well were to ask for him & he will be surfaced in the proper is sensitive to dust like my husband - howe well were to ask of the man and subsequently your operations mgr / lift More has contact me saying if & when we stay again to make a relative to the proper is sensitive to dust like my husband -		ourongly rigido	, igi 00		Dioagroo	
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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 & our 2 children - both time & money are precious to us - we had 26 hours to relax & recharge - we chose your hotel at which to do it at & unfortunately we wish we hadn't. I don't think it woul of been so bad but both senior members of staff that I have spoken with since have simply offered champagne / spa treatments & "to leave us smiling" on our next visit - assuming we would be prepared to spend our money to stay again a your hotel. Very disappointing.  Did you dine with us?  Answers:  Responses:  Yes  Responses:  Responses:  Responses:  Yes  No	to "make us smile" but it was clear	than in order for u	s to be left smili	ng it would mean us	spending more m	noney at your
anniversary treat away from running our business & our 2 children - both time & money are precious to us - we had 26 hours to relax & recharge - we chose your hotel at which to do it at & unfortunately we wish we hadn't. I don't think it woul of been so bad but both senior members of staff that I have spoken with since have simply offered champagne / spa treatments & "to leave us smiling" on our next visit - assuming we would be prepared to spend our money to stay again a your hotel. Very disappointing.  Did you dine with us?  Responses:  Yes  Did you use the SenSpa?  Answers:  Responses:  Responses:  Yes  No	hotel, something I telt was quite w	rong. After spendin	g approx £500	or one night (bed, br	eaktast, spa, cha	mpagne &
hours to relax & recharge - we chose your hotel at which to do it at & unfortunately we wish we hadn't. I don't think it woul of been so bad but both senior members of staff that I have spoken with since have simply offered champagne / spa treatments & "to leave us smiling" on our next visit - assuming we would be prepared to spend our money to stay again a your hotel. Very disappointing.  Did you dine with us?  Answers:  Responses:  Yes  No  Responses:  Responses:  Yes  No  Responses:	anniversary treat away from runnir	na our business & a	our 2 children - l	ooth time & monev a	re precious to us	<ul> <li>we had 26</li> </ul>
treatments & "to leave us smilling" on our next visit - assuming we would be prepared to spend our money to stay again a your hotel. Very disappointing.  Did you dine with us?  Answers:  Responses:  Yes  No  Did you use the SenSpa?  Answers:  Responses:  Responses:  Yes  No	hours to relax & recharge - we cho	ose your hotel at wh	nich to do it at &	unfortunately we wis	sh we hadn't. I do	n't think it woul
Did you dine with us?  Answers:  Yes  No  Did you use the SenSpa?  Answers:  Responses:  Yes  No  No	of been so bad but both senior me treatments & "to leave us smiling"	mbers of staff that on our next visit - a	Thave spoken v essuming we wo	vith since have simpl uld be prepared to s	y offered champa nend our money	agne / spa to stav again at
Answers:  Yes  No  Did you use the SenSpa?  Answers:  Responses:  Responses:	your hotel. Very disappointing.	on our next viole	ioodining we we	ala be preparea to s	pena our money	to stay again a
Answers:  Yes  No  Did you use the SenSpa?  Answers:  Responses:  Responses:						
Answers:  Yes  No  Did you use the SenSpa?  Answers:  Responses:  Responses:						
Yes  No  Did you use the SenSpa?  Answers:  Responses:  Yes  No	Did you dine with us?					
No  Did you use the SenSpa?  Answers:  Yes  No	Answers:		Resp	onses:		
Did you use the SenSpa?  Answers: Responses:  Yes   ✓	Yes				<u> </u>	
Answers: Responses:  Yes  No	No					
Answers: Responses:  Yes  No						
Yes 🗸	Did you use the SenSpa?					
No						
<b>-</b>	Answers:		Resp	onses:		
Was there a reason why you chose not to dine with us?			Resp	onses:	<b>✓</b>	
Was there a reason why you chose not to dine with us?	Answers: Yes No		Resp	onses:	<b>✓</b>	
	Yes		Resp	onses:	<b>✓</b>	
	Yes No	u chose not to			<b>✓</b>	

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

Answer not supplied						
Where did you dine?						
Answers:		F	Responses:			
The Manor Restaurant						
The Zen Garden					<u> </u>	
Le Blaireau					✓	
Private Dining						
Function Room						
In regards to your dining of	experience					
	Strongly Agree	Agre	e Neit Nor	her Agree Disagree	Disagree	Strongly Disagree
The food was excellent		_				-
The service was friendly & professional		<b>*</b>				
The overall dining experience was exceptional				✓		
					L	
Do you have any other co						
	mments regardir	na your d	ining exper	rience(s) wi	th us?	
-	mments regardir	ng your d	ining exper	rience(s) wi	th us?	
Answer:		ng your d	ining expe	rience(s) wi	th us?	
-		ng your d	ining expe	rience(s) wi	th us?	
Answer:  Meat portions were quite small t	out very very tasty.	ng your d	ining expe	rience(s) wi	th us?	
Answer:  Meat portions were quite small the small the small that the small that the sentence is a small that the	out very very tasty.		ining exper	rience(s) wi	th us?	
Answer:  Meat portions were quite small b  Why did you visit the Sen  Answers:	out very very tasty.  Spa?			rience(s) wi	th us?	
Answer:  Meat portions were quite small to the small to t	out very very tasty.  Spa?			rience(s) wi	th us?	
Answer:  Meat portions were quite small to the small to t	out very very tasty.  Spa?			rience(s) wi	th us?	
Answer:  Meat portions were quite small to the small to the sen and the small to th	out very very tasty.  Spa?			rience(s) wi	th us?	
Answer:  Meat portions were quite small to the series of t	out very very tasty.  Spa?			rience(s) wi	th us?	
Answer:  Meat portions were quite small to the small to the sen and the small to th	out very very tasty.  Spa?			rience(s) wi	th us?	
Answer:  Meat portions were quite small to the service of the serv	out very very tasty.  Spa?			rience(s) wi	th us?	
Answer:  Meat portions were quite small to the series of t	Spa? steam room)			Disagree	th us?	N/A
Answer:  Meat portions were quite small to the Sen Answers:  Leisure facilities (pool, sauna & Hydrotherapy facilities  Treatment  Spa day  Day package	Spa?  Strongly  A	F	Responses:  Neither Agree Nor		<b>✓</b> ✓ ✓ ✓ ✓ ✓	N/A

The overall spa experience was exceptional		<b>*</b>		
The quality of the treatments were of a high standard	>			
The facilities were of a high standard	<b>&gt;</b>			
professional	•			

# 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 Neither Agree Nor Disagree Strongly Disagree Strongly Agree Agree 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 & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other comments regarding Careys Manor Hotel & Do you have any other care and the Careys Manor Hotel & Do you have any other care and the Careys Manor Hotel & Do you have any other care and the Careys Manor Hotel & Do you have a care and the Careys Manor Hotel & Do venue? Answer: Answer not supplied The members of the team Strongly Agree Agree Neither Agree Disagree Strongly Nor Disagree Disagree Were polite and courteous at all 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 Disagree Strongly Nor Disagree 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:		
I think my comments so far explain these.		
Tullink my commence so fall 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 & Description (SenSparegarding)		
Answers:	Responses:	
News & Events		
Le Blaireau Bar & Bistro		
Leisure Breaks		
Spa Break		
Spa Day		
Weddings		
Conferences		
Christmas		
Please complete the following (optional):		

Amanda kelleher

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

Answers:	Responses:
please select the box	