

Respondent details:

Fully completed? Yes

Date completed/last update: 05:00 1st Jan 2015

RID 3812

What was the primary purpose of visit?

Answers:	Responses:
Celebration	<input checked="" type="checkbox"/>
Relaxation	<input checked="" type="checkbox"/>
Staying in hotel	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

How did you hear about us?

Answers:	Responses:
Stayed previously	<input type="checkbox"/>
Recommendation	<input type="checkbox"/>
Word of mouth	<input checked="" type="checkbox"/>
Member	<input type="checkbox"/>
Advertisement	<input type="checkbox"/>
www.rockliffehall.com	<input type="checkbox"/>
Internet search	<input type="checkbox"/>
Travel Agent	<input type="checkbox"/>
Magazine article	<input type="checkbox"/>
Organisation booked	<input type="checkbox"/>
Social Media	<input type="checkbox"/>
Trip Advisor	<input type="checkbox"/>
3rd Party Travel Website	<input type="checkbox"/>
Rockliffe Hall emails	<input type="checkbox"/>
Other	<input type="checkbox"/>

How did you book?

Answers:	Responses:
Direct via telephone or email	<input checked="" type="checkbox"/>
Direct via website (www.rockliffe.com)	<input type="checkbox"/>

3rd Party Agent	
3rd Party Website	
Other	

How would you rate the reservation process in terms of...?

	Excellent	Good	Fair	Poor
Friendliness	✓			
Quality of information		✓		
Efficiency			✓	

Do you have any other comments regarding the booking process?

Answer:
Answer not supplied

How would you rate...

	Excellent	Good	Fair	Poor
your overall experience at The Spa at Rockliffe Hall?		✓		

How likely are you to...

	Definitely Yes	Yes	Maybe	No	Definitely Not
visit us again at The Spa at Rockliffe Hall in the future?			✓		
recommend The Spa at Rockliffe Hall to your friends and/or colleagues?			✓		

How would you rate the following in regards to your arrival?

	Excellent	Good	Fair	Poor
Welcome	✓			
Reception	✓			

Do you have any other comments regarding your arrival experience?

Answer:
Answer not supplied

How would you rate the following in regards to bathing?

	Excellent	Good	Fair	Poor
Changing rooms	✓			
Swimming pool			✓	
Butler service				
Hydro pool	✓			
Heat (and cold) treatment rooms	✓			

Do you have any other comments regarding bathing?

Answer:

We were disappointed that there were children using the pool, when visiting other spas the spa area was dedicated to adult use at specified times. Also the pool seating area is very open, perhaps a more relaxing environment could be achieved by moving the pot plants to create more privacy for those that may wish to relax on the loungers

How would you rate the following in regards to the gym?

	Excellent	Good	Fair	Poor
Facilities				
Fitness Classes				
Friendliness				

Do you have any other comments regarding the gym?

Answer:

Didn't use the gym

How would you rate the following in regards to the treatments?

	Excellent	Good	Fair	Poor
Treatments menu		✓		
Therapist	✓			
Relaxation lounge		✓		
Spa boutique				

Do you have any other comments regarding the treatments?

Answer:

Answer not supplied

How would you rate the following in regards to the Brasserie?



	Excellent	Good	Fair	Poor
Food			✓	
Service		✓		
Overall experience				✓

Do you have any other comments regarding the Brasserie?

Answer:

both my friend and I found the menu overly complicated, a simple selection of salads would be preferred. I found the food disappointing. The experience of eating lunch in a robe next to other guests in suits was somewhat bizarre. I had expected the entire spa area to be secluded and for the use of spa guests only.

How would you rate the following in regards to your checkout?


	Excellent	Good	Fair	Poor
Friendliness				
Efficiency				

Do you have any other comments regarding your check out?

Answer:

Answer not supplied

How did your experience with us meet with your expectations?

Answers:	Responses:
Exceeded	
Met	
Fell Below	

What are the highlights of the spa?

Answer:

The treatments, the hydro pool and steam rooms

What would make you return?

Answer:

an option at the point of booking to choose a time when the spa is dedicated to adult guests with the choice to take lunch away from regular (clothed) guests.

Is there a member of the team who exceeded your expectations? If so, please state their name(s).

Answer:

Answer not supplied

Do you have any other comments regarding your spa experience?

Answer:



I hope that this review does not appear negative, I did enjoy my day but felt that the children and privacy aspect made it difficult to relax and derive full benefit from the experience. I am aware that others may wish to take their children. Maybe certain days or times could be dedicated for each to give all users clear expectations

Please complete the following (optional)

Answer:

Catherine Gatenby

Would you like to receive any further information from Rockliffe Hall regarding?

Answers:	Responses:
Accommodation	
Memberships	
Dining	
Spa	
Golf	
Weddings	
Events	
Business & Conferencing	
Christmas	