

# Norfolk Cottages

## Customer Feedback

Guest  
Cottage

Date of Holiday

We would really value your feedback as the information provided helps us to improve our cottages and the service we offer. We would be grateful if you could spare a few moments to answer the following questions by circling the most appropriate response and adding any comments as necessary.

### Initial Contact

- How did you find Norfolk Cottages

Printed Media		Internet	
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- When planning your holiday how easy was it to find our details? *Please circle*  

Excellent	Good	Average	Poor
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Comments .....

- How do you rate our response to your initial enquiry to Norfolk Cottages? including our response time and the information supplied. *Please circle*  

Excellent	Good	Average	Poor
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Comments .....

### Booking your Cottage / Information provided / Access Statement

How did you find our brochure and/or website [www.norfolkcottages.net](http://www.norfolkcottages.net) – Did it help you in choosing your cottage? *Please circle*

Excellent	Good	Average	Poor
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Please let us know which you used: Brochure  Website

Did you find our staff helpful if they assisted you in choosing and booking your cottage? *Please circle*

Excellent	Good	Average	Poor
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Comments .....

- Was the information provided to you sufficient for you to book your cottage? Please comment if other information would have been helpful to you.

Excellent	Good	Average	Poor
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Comments.....

- Did you find our Access Statement on our website?      Yes      No
- If yes how helpful did you find the information supplied in the Access statement?  

Excellent	Good	Average	Poor
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- Would you like to see other information covered by the Access statement?      Yes      No

If yes please give details .....

- Were the directions supplied helpful and adequate? *Please circle*  

Excellent	Good	Average	Poor
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Comments.....

### Arrival

- If you were met on arrival by a member of staff how would rate their greeting?  

Excellent	Good	Average	Poor
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Comments .....

- If there was no one to greet you on arrival how would you rate the ' Norfolk Cottages' welcomes document ? (this document would have been sent to you with your final payment and a copy is also left in the cottages) *Please circle*

Excellent	Good	Average	Poor
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Comments .....

## The Cottage

Please rate each of the following categories at your chosen cottage. *Please circle*

Living / Dining Room	Excellent	Good	Average	Poor
Kitchen	Excellent	Good	Average	Poor
Bathrooms	Excellent	Good	Average	Poor
Bedrooms	Excellent	Good	Average	Poor
Furnishings / Décor	Excellent	Good	Average	Poor
Appliances	Excellent	Good	Average	Poor
Cleanliness	Excellent	Good	Average	Poor
Outside Area	Excellent	Good	Average	Poor

Comments .....

## Hire Equipment

If you hired equipment, how did you find it?

Excellent      Good      Average      Poor

If you experienced any problems with our equipment please comment below

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## Leisure Building

Please rate each of the following categories in the leisure building. *Please circle*

Swimming Pool	Excellent	Good	Average	Poor
Hot Spa	Excellent	Good	Average	Poor
Hoist Equipment (if used)	Excellent	Good	Average	Poor
Sauna	Excellent	Good	Average	Poor
Games Equipment	Excellent	Good	Average	Poor
Cleanliness	Excellent	Good	Average	Poor

Comments .....

## Wi-Fi

Did you use the wi-fi available -      Yes      No

If yes, did you experience any difficulties and if so what were they? .....

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- Would you book with Norfolk Cottages again?      Yes      No
- Would you recommend Norfolk Cottages?      Yes      No
- Have you previously stayed with us?      Yes      No
- If yes, did you stay in the same cottage      Yes      No

Please use the space below to add any additional comments you would like to leave.

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Email \* .....

\*Occasionally we would like to tell you about special offers via our newsletter. We will not share your details with anyone and we will not bombard you with emails.

We would like to thank you for your time in completing our feedback and would like to point out that if you require us to respond to any comments you have made please send your query on an additional letter with the full details. The customer feedback form will not be responded to.