

# ELLERYS - PADSTOW



We hope that you enjoyed your stay at Ellerys and returned home feeling refreshed from your holiday in Padstow.

Since the cottage was renovated ten years ago we have continued to make a number of improvements to the property not least being the opening up of the top garden in 2008. It will take a long time before our vision for the garden is fulfilled but we are making steady progress towards attaining our goal.

We are constantly reviewing the facilities and service that we offer our visitors from the time of enquiry and booking through to the end of the holiday and it would help us to have your comments on a number of different aspects of your stay at Ellerys. We would also like to know if there was anything that caused you difficulty or spoilt your holiday.

Please can we ask you to assist us by completing this questionnaire and giving us some constructive feedback, criticism and suggestions?

Thank you for your help.

**Chris Welch and Gill Prater**

## ADVERTISING and WEBSITE

How did you come to know or hear of Ellerys?

- **Returning Visitor**  Date of last visit? \_\_\_\_\_
- **Website**  What were your search criteria? \_\_\_\_\_  
\_\_\_\_\_

Did your search take you: • directly to **Ellerys.net**  OR  
• via a "Tourist Website"  if so, which one? \_\_\_\_\_

How long did it take you to find our website? \_\_\_\_\_

- **Leaflet**  Where did you pick up the leaflet? \_\_\_\_\_
- **Recommendation**  Who told you about Ellerys? \_\_\_\_\_
- **Other**  Please give details \_\_\_\_\_

What is your assessment of the website? (please tick the appropriate box from 1, excellent, to 5, poor.)

	1	2	3	4	5
▪ <b>Design</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ <b>Content</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ <b>Ease of use</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ <b>Clarity of information</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please let us have your comments about the website. \_\_\_\_\_  
\_\_\_\_\_

Why did you decide on Ellerys for your holiday? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ENQUIRY and BOOKING PROCESS**

Was there any information not provided by the website and leaflets that you needed to know prior to booking your holiday? \_\_\_\_\_

Are there any changes that we could make to simplify the booking process? \_\_\_\_\_

What additional information would you like to have prior to the **start** of your holiday? \_\_\_\_\_

**YOUR ARRIVAL AT PADSTOW and ELLERY'S**

Did you experience any problems in finding or accessing Ellery's? \_\_\_\_\_

How did you find Ellery's on arrival? (please tick the appropriate box from 1, excellent, to 5, poor.)

	1	2	3	4	5
▪ Cottage clean and well prepared	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Bedrooms made up as required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ All equipment, etc working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Adequate supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Outside areas well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Ellery's Information Folder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If any of the above, or anything else, fell short of your expectations, please give us details. \_\_\_\_\_

**ACCOMMODATION and FACILITIES**

What did you particularly like about your stay at Ellery's? \_\_\_\_\_

Was there any aspect of your visit that caused you inconvenience or concern or spoilt your holiday? \_\_\_\_\_

Please tell us if there are any additional facilities you would like to see provided; \_\_\_\_\_

Please make some suggestions for improvements, additions or changes to the current arrangements \_\_\_\_\_

**AT THE END OF YOUR HOLIDAY AT ELLERYS**

How would you rate your stay at Ellerys? (please tick the appropriate box from 5, excellent, to 1, poor.)

	5	4	3	2	1
• Website and its accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Enquiry and booking process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Accommodation and facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Patio and garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Back-up from Anita	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Padstow – the town & quayside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Child “friendly”	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Dog “friendly”	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**LAST MINUTE VACANCIES**

Please tick the box if you would like to receive e-mails with details of “Last Minute Vacancies”

**N.B.** We offer a 5% discount to all returning visitors and reduced prices for Last Minute Vacancies.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Visit: \_\_\_\_\_ to \_\_\_\_\_

Please return the questionnaire to:

**Gill Prater, 13 Shirley Gardens, Rusthall, Tunbridge Wells, Kent TN4 8TG**

Tel: 03456 442799

Email: [gill@ellerys.net](mailto:gill@ellerys.net)

Website: [www.ellerys.net](http://www.ellerys.net)