

# The Games Barn - response to feedback received

## Customer Comment

## Owner response

### 2011 season

Tell people about the huge number of games, videos, books etc

We now include this in our Access Statement

Get rid of the aluminium pans

We have a full range of stainless steel pans as well as the aluminium ones  
We find some people want to use the aluminium egg poacher (for example)

A roasting tin please

Now supplied

A yorkshire pudding pan please

Now supplied

Can we have more than 8 plates etc please

We have included some extra plates but would ask guests to note that the Games Barn is equipped for a maximum of 8 guests.

Need a coat rack

There are hanging rails in each of the bedrooms now

The hot water is VERY hot

We have now replaced the thermostat, but would remind all guests to take care when running the hot water tap - not all the taps are "mixers"

One of the double mattresses needs replacing

We replaced this mattress and all the single mattresses in October 2011

Wet room bar needs resealing

We have replaced the entire bar and water now drains correctly

Need a blind in the kitchen area (QiT report 2011)

We have now purchased the blind and it will be installed shortly. However in our view this may well detract from the view out of the kitchen window and reduce the natural light in that area.

### 2012 season

Our website should include a link to the access statement, our terms and conditions, local information

All are included on our web site

and the Visit Britain logo. (QiT report 2012)

Need more mugs please	Now supplied
Need another frying pan	Now supplied a griddle
Need copy of the Countryside code (QiT report 2012)	Now supplied
Washing machine door difficult to close	Now replaced with new machine
Dishwasher not working	Now replaced with new machine

### **2013 season**

A private area of garden would be great	Now created - and a small selection of outdoor toys are available to use
Armchairs more suited to elderly/disabled please	We now have 3 different styles of armchair to suit all people (we hope!)
Hoover not working very well	Now replaced with new machine
TV sound not working properly	Now replaced with new digital TV with flat screen
Wi-Fi please!	Now provided but reception is poor in this area so does not always work!!
Hand rail on the ramp to help disabled	Now provided
Steps to the bridge are dangerous	Now replaced

### **2014 season**

Travel cot not folding correctly	Now replaced
Covers on armchairs a bit tatty	New throws now supplied
Sofa cushions tatty	New covers now supplied

**2015 season**

Utility area difficult to access

Hand washing facilities in farm not good

Nowhere to hang wet coats/keep wet boots

Need child safe garden

**2016 season**

Sitting room rug showing signs of wear

Single bed mattresses uncomfortable

Brand new utility shed now built

Utility shed includes hand washing and boot cleaning facility

Utility shed includes area to hang coats/store boots

Gate now included to make garden safe for children

Replaced with thick pile rug

Supplied additional mattress toppers