

Improving your experience

At Plas Menai we constantly strive to maintain the highest standards and your feedback is vital to the continuous review of our services.

Outlined below are some of the comments we have received during 2011 and our response.

Customer Comment	Plas Menai Response
Showers designed for children!! March 2011	All showers in the Centre's main accommodation complex have been replaced and are now height adjustable. September 2011
I could not master your website; was unable to get the electronic quotation terms to come up and I was extremely uncertain that the 'send and request' functions worked April 2011	We have spent the past year developing a full online booking and payment system to integrate into our website. This was launched with our 2012 course dates in November 2011 and included a site revamp November 2011
The bar area is gloomy and dominated by tv's April 2011	The Centre is under going a programme of refurbishment, which takes time and needs to be undertaken in stages to allow for as little disruption to customers as possible. The watersports changing area has been completed this year and the reception and bar area will be refurbished during the winter. June 2011
What happened to the draught beer? July 2011	After much discussion it was decided to move away from selling draught beer to selling bottled beer only. Whilst we appreciate not all our customers will be happy about this decision it has helped us to reduce wastage and associated costs. July 2011
Limited Bar Facilities - why not sell over canteen with meals? October 2011	A selection of alcoholic beverages are now available to purchase in the dining room to have with your evening meal. October 2011
Swimming pool open throughout the weekend/extend opening times October 2011	At present we have no additional plans to extend the pool opening times to the weekend. This is for various operational and course requirements reasons. However we will keep this under review. October 2011
Kayaks need some maintenance - missing bolts to foot rest/ back rest support - not able to tension due to damaged missing bracket November 2011	All of the Centre's equipment is well used during the course of a season and is repaired on an ongoing basis. However we are now embarking upon our annual in-depth winter maintenance programme to ensure all the kit is reviewed, repaired or replaced where possible ensuring it is fit for purpose. November 2011