Executive Director Resource Assessments and Business Systems Planning Services Department of Planning and Environment GPO Box 39 SYDNEY NSW 2001





Crn. Old Hume Highway and Wingecarribee Street, Berrima 2577

Telephone (02) 4877 1381 Facsimile (02) 4877 1047

REF: Hume Coal Project EIS SSD 15\_7172.

This submission is written in opposition to the above project.

In addition, I declare that no political donations have been made by myself – ever.

My objections are based on the following

In their EIS *Appendix Q Economic Impact Assessment Report Page 50* Hume Coal has chosen to ignore the Historical significance of Berrima Village where I also happen to live.

- Berrima is rated #5 in Favourite Historic Towns Travel Life
- Berrima Courthouse is of Historic significance Destination NSW

This Motel is located in the Centre of Berrima Village. Like our neighbours, in geographical terms, we are to the North East of the proposed Hume Coal Site and 665 metres above sea level where high winds prevail during winter months. The average wind speed is +10mph from the South West. Logically, noise, dust, pollution put Berrima Village in a direct downwind line.

We are very familiar with these type of conditions as Berrima (Boral) Cement Works, located south of Berrima where Cement dust and noise from their trains is common.

During the Calendar year 2016, Guests occupied 6,620 room nights at this Motel and every one would have visited a Coffee Shop or Restaurant contributing significantly to the local economy.

The enclosed Guest Feed-back forms are further evidence of the peace, quiet and tranquillity that our Guests have taken time to note.

There is no doubt that air/noise pollution generated by the Hume Coal Project would significantly impact on the image we enjoy and therefore the viability of this business

Yours Sincerely

Peter Fussell Manager 25<sup>th</sup> June, 2017

Department of Planning Received 2 9 JUN 2017 Scanning Room

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nk you for staying with us and we hope to see you again.

	Excellent	Good	Fair	Poor			
Your Room	LACENEIII	Good					
Appearance/Decor:							
Cleanliness:							
Comfort:							
Furnishings:	-						
Your Bathroom							
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ATTRACTIVE	ENUR	ome	NY				

Thank you for staying with us and we hope to see you again sometime. Of course, you may also email us with

oor	Vour Dooro	Excellent	Good	Fair	Poor
	Your Room				
	Appearance/Decor:				
	Cleanliness:				
	Comfort:				
	Furnishings:				
	Your Bathroom				
	Cleanliness:				
	Amenities:				
	Lighting:	$\checkmark$			
	In Room Food & Bevera	ge		·	<b></b>
	Tea & Coffee:	$\checkmark$			
	Other refreshments:	$\checkmark$			
	Grounds (if used)	and the state of the state	·		
	Swimming Pool:				
	Golf Hole:				
	BBQ:	Street of the second			
	General Ambience:				
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0	Did everything work?		Yes		No
	(If No, please specify)		C		
	(				
	Overall Opinion				
	Would you stay with us	again?	Yes		No
	Would you recommend		Yes		No
	Additional Comments	1 039	103	/	NU
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10	area vea	great		i	
	Vey quiet.	Ofour		STO	ayin
	the string of	Summ	er.		~

Thank you for staying with us and we hope to see you again sometime. Of course, you may also email us with



MELISSA

#### Terrace Rooms 12

Your feed-back is very important to us – so we would appreciate your comments

Very Good Good Bad (x) (x)  $(\mathbf{x})$ Colour scheme M M Furnishings Room lighting M 1 N **Reading lights** however at night they keep the whole soon lighte up, concern would be for someone with epikepsy as they flicker when room lights out (ones over double bed) General Comments Beautiful brely place lovely customer Service, electric blankets great foisest the TV may Dishliquid would be great! Soap dispenses in bathroom near sink is aracked! nay out leaking

Thank you for your time - please leave in room A white paint over all tiles in bathroom would make it flow with the room - this is cosmetic but I know you spoke to ne about helping with feedback. We bred staying here!

our Room	Excellent	Good	Fair	Poor	Your Room	Excellent	Good	Fair	Poor	Your Room	Excellent	Good	Fair	Poor
ppearance/Decor:	$\square$				Appearance/Decor:	1				Appearance/Decor:				
leanliness:	V				Cleanliness:	~				Cleanliness:	$\square$			
'omfort:	$\checkmark$				Comfort:	V				Comfort:				
urnishings:	V				Furnishings:	/				Furnishings:				
ighting:	$\checkmark$				Lighting:	1				Lighting:				
our Bathroom					Your Bathroom					Your Bathroom		/		
'leanliness:	$\checkmark$				Cleanliness:					Cleanliness:		$\square$		
menities:	V				Amenities:	1				Amenities:		$\square$		
ighting:	$\overline{\mathbf{V}}$			1997	Lighting:	1				Lighting:		$\square$		
a Room Food & Bevera	age				In Room Food & Bever	age				In Room Food & Bevera	ige			
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our room tariff ~	$\checkmark$				your room tariff ~	¥				your room tariff ~				
<b>1</b> aintenance					Maintenance					Maintenance		0		
)id everything work?		Yes		No	Did everything work?		Yes	) '	No	Did everything work?		Yes	)	No
f no, please specify)		$\sim$			(If no, please specify)					(If no, please specify)				
)verall Opinion		0			<b>Overall Opinion</b>		~			<b>Overall Opinion</b>		~		
Vould you stay with us	again?	(Yes)		No	Would you stay with us	again?	Yes		No	Would you stay with us	again?	Yes	)	No
Vould you recommend	us?	Yes		No	Would you recommend	us?	Yes	)	No	Would you recommend	us?	Yes		No
dditional Comments	••••••				Additional Comments					Additional Comments	place	enj	oupe	el
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great 1	<u>\</u>		/		A C AD		V	/			1			
J														

hank you for staying with us and we hope to see you again.

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Thank you for staying with us and we hope to see you again.

Thank you for staying with us and we hope to see you again.

Night of 26/8



## Courtyard Room 7

Your feed-back is very important to us – so we would appreciate your comments

	Very Good (x)	Good (x)	Bad (x)
Colour scheme	Ø		
Furnishings			
Room lighting	区		
Reading lights	X		

Note: Curtains in the process of being replaced

General Comments	, Quiet	clean	9 comf	ortable.	
	Thank-you	'Barb.	- Very	lovely.	
-	Thanks for	r Squeez	ing us	in.	
	, , , , , , , , , , , , , , , , , , , ,		U		•••

Excellent Good Fair Poor	Excellent Good Fair Poor	Your Room Excellent Good Fair Poor
our Room	Your Room	Appearance/Decor:
ppearance/Decor:	Appearance/Decor:	
leanliness:	Cleanliness:	
'omfort:	Comfort:	Furnishings:
urnishings:	Furnishings:	Your Bathroom
ighting:	Lighting:	
our Bathroom	Your Bathroom	Amenities:
leanliness:	Cleanliness:	
menities:		In Room Food & Beverage
ighting:	Lighting:	
n Room Food & Beverage	In Room Food & Beverage Tea & Coffee:	Other refreshments:
ea & Coffee:	Other refreshments:	Grounds (if used)
ther refreshments:	Grounds (if used)	
rounds (if used)		Swimming Pool: - Freezing/
wimming Pool:	Swimming Pool:	Golf Hole: - Dian4 Know it
colf Hole:	BBQ:	General Ambience:
BQ:	General Ambience:	Value
eneral Ambience:		In terms of "Value for
a terms of "Value for Money"	In terms of "Value for Money"	Money", do you consider your room tariff ~
o you consider	do you consider	
our room tariff ~	your room tariff ~	Maintenance
Iaintenance	Maintenance	Did everything work? Yes No
Vid everything work? (Yes) No	Did everything work? (Yes No	(If No, please specify) The fan in bathroom
f no, please specify)	(If no, please specify)	wasnt working.
		Overall Opinion
)verall Opinion	Overall Opinion	Would you stay with us again? (Yes) No
Vould you stay with us again? Yes No	Would you stay with us again? Yes No	Would you recommend us? (Yes) No
Vould you recommend us? Yes No	Would you recommend us? Yes No	Additional Comments
dditional Comments	Additional Comments	we really enjoyed our stay. It was
MANKYOU - QUIET, SELENE AND	A que plances	quiet, convenient + friendly staff
NO ISSUES WHATSOEVER; WILL	force a landy ig sunds	helped with BBQ. We will be back
PEFINITELI RECOMMEND S		to check out Bernmain Winter! U
hank you for staying with us and we hope to see you again.	Thank you for staying with us and we hope to see you again. You may also email us with any additional comments about	Thank you for staying with us and we hope to see you , again sometime. Of course, you may also email us with



### Courtyard Room

Your feed-back is very important to us – so we would appreciate your comments

		Very Good ( x )	Good (x)	Bad (x)
Colour scheme				
Furnishings			X	
Room lighting		×		
Reading lights			×	

Note: Curtains in the process of being replaced

ute confortable. General Comments. Furnishings bright & beach like "Suitable for beach units) Quict location for beach units

	-			-		Excellent	Good	Fair	Poor		Excellent
ur Room	Excellent	Good	Fair	Poor	Your Room	Dicenterit	000u	1 un		Your Room	
pearance/Decor:		V			Appearance/Decor:					Appearance/Decor:	
eanliness:					Cleanliness:					Cleanliness:	V
omfort:		-			Comfort:					Comfort:	
rnishings:				3	Furnishings:					Furnishings:	
ur Bathroom					Lighting:					Lighting:	
eanliness:	V				Your Bathroom					Your Bathroom	
nenities:	V				Cleanliness:					Cleanliness:	
ihting:	V				Amenities:	V				Amenities:	
Room Food & Bevera	ige				Lighting:	$\checkmark$				Lighting:	
a & Coffee:	r				In Room Food & Beverag	ge				In Room Food & Beverag	ge
her refreshments:		-			Tea & Coffee:					Tea & Coffee:	
ounds (if used)					Other refreshments:	V				Other refreshments:	
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olf Hole:		$\square$			Swimming Pool:					Swimming Pool:	96350 ·
Q:		$\square$	$\square$		Golf Hole:					Golf Hole:	
eneral Ambience:			$\square$		BBQ:					BBQ:	100 100 100 100 100 100 100 100 100 100
lue	Lunard	L	لسيسا		General Ambience:	V				General Ambience:	100 million (1997)
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oney", do you conside ur room tariff ~	er 📃	17		ECT	In terms of "Value for Mo do you consider	ney"				In terms of "Value for Mo do you consider	ney"
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d eventbing work?		Nac	)	Nie	Maintenance					Maintenance	
d everything work?		Yes		No	Did everything work?		Yes		No	Did everything work?	
No, please specify)	••••••		•••••		$(\mathbf{I}(\mathbf{x}_{1}, \mathbf{x}_{2}))$		$\bigcirc$			(If no, please specify)	
					(					(	
verall Opinion	• •	6			Overall Opinion					<b>Overall Opinion</b>	
ould you stay with us	•	Yes		No	Would you stay with us a	again?	Yes	)	No	Would you stay with us a	again?
ould you recommend		Yes		No	Would you recommend u	0	Yes		No	Would you recommend u	0
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hank you for staying wi	ith us and v	we hope	to se	e you	Thank you for staying with	us and we	hope to	see you	ı again.	Thank you for staying with	us and w

Thank you for staying with us and we hope to see you again.

Good Fair Poor

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Yes

Yes

Yes

vite

Serviced

No

No

No



### Courtyard Room $\leq$

Your feed-back is very important to us – so we would appreciate your comments

		Very Good ( x )	Good (x)	Bad (x)
Colour scheme			×	
Furnishings			X	
Room lighting			Ø	
Reading lights				

Note: Curtains in the process of being replaced

General Comments. VER/ QUIER - NICE STAL

D	Excell	ent	Good	Fair	Poor
our Room	Г	7			
ppearance/Decor:					
:leanliness:					
Comfort:					
urnishings:	- L				
our Bathroom	Г	٦			
leanliness:	-				
menities:					
ighting:	L				
1 Room Food & Bevero	ige	7			
ea & Coffee:	L				
)ther refreshments:	L		L		
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wimming Pool: N/A					
Folf Hole: N/A	-				
BQ: MI					
eneral Ambience:	L				
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our room tariff ~	Le				
<b>Naintenance</b>			$\cap$		
id everything work?			(Yes)		No
f No, please specify)			$\sim$	•••••	
)verall Opinion			$\frown$		
Vould you stay with us	again	ŝ	Yes	>	No
Vould you recommend	d us?		Yes	)	No
dditional Comments .					
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A	ettr	25			
	(	$\smile$			
Thank you for staying w again sometime. Of cou	ith us a Jrse, yo	nd v u mo	ve hope ay also	e to se email	e you us with



#### **Guest Feedback Form**

To help improve our services, we welcome your suggestions by completing this form and leaving in your room on departure.

(		7
Reti add		5 1
June Ber		7
S		k i
Е		
Room		
Date of stay: <u>30/11/16</u>		
Date of stay: $30/11/16$ Length of stay: $0 \cup ER N ig F$ How did you hear about us?	IT TRY	IN ALCINS
How did you hear about us?	~	
JUST LIKED THE VILLA	SE .	
Is this the first time you have stayed	with us?	
(Please circle)	Ves	No
Did you check in at Reception?	Yes	No
If yes, was it handled efficiently? Comment: V527 @	QUIE	No T
Did you auto check in and proceed straight to your room?	Yes	No
If yes, was this convenient?	Yes	No

Your Room	Excellent	Good	Fair	Poor
	R			
Appearance/Decor: Cleanliness:			$\square$	H
Comfort:				
Furnishings:		$\square$	$\square$	H
Your Bathroom			L]	
Cleanliness:	N			
Amenities:			$\square$	
Lighting:			$\square$	
In Room Food & Bevera				
Tea & Coffee:	ige I	́П		
Other refreshments:			$\square$	
Grounds (if used)				
Swimming Pool:				
Golf Hole:				
BBQ:				
General Ambience:				
Value In terms of "Value for Money", do you conside your room tariff ~	r 🗹			
Maintenance			1	
Did everything work?		Yes	) 1	NO
(If No, please specify)		$\bigcirc$		
Overall Opinion				
Would you stay with us	again?	Yes	7 1	NO
Would you recommend	ssn p	Yes	1	NO
Additional Comments		·····		
Bull Visit to	ar 10.	7 %	0	
Sandan	mospt		0	<u> </u>
Bernima.	J		Y	÷
			,	

Thank you for staying with us and we hope to see you again sometime. Of course, you may also email us with

19/8



#### **Guest Feedback**

### Courtyard Room 2

Your feed-back is very important to us – so we would appreciate your comments

		Very Good	Good	Bad
		(x)	(x)	(x)
		1		
Colour scheme			-	
		/		
Furnishings		ব		
		/		
Room lighting		D,		
<b>Reading lights</b>		<b>区</b>		

Note: Curtains in the process of being replaced

General Comments Probably the only comment 15 the cirtains don't guite fit the never decor. Lovely griet 100m. Shalf above sink in bathroom only vesting 02 a bit unstable. Thank you for your time - please leave in room

ur Room Exc	cellent	Good	Fair	Poor	Your Room	Excellent	Good	Fair	Poor	Your Room	Excellent	Good	Fair	Poor
pearance/Decor:		V			Appearance/Decor:					Appearance/Decor:	1			
eanliness:			$\square$		Cleanliness:					Cleanliness:				
mfort:					Comfort:					Comfort:	7			
rnishings:	H	WAN								Furnishings:				
U					Furnishings:						F			
;hting: ur Bathroom	V	av			Lighting:	4				Lighting: Your Bathroom				
eanliness:		V			Your Bathroom					Cleanliness:	M			
nenities:					Cleanliness:						H			
					Amenities:					Amenities:				
;hting:			<u> </u>		Lighting:					Lighting:				
Room Food & Beverage		1			In Room Food & Bevera					In Room Food & Beve	rage		<u> </u>	<b></b>
a & Coffee:					Tea & Coffee:					Tea & Coffee:		· 📙		
her refreshments:	<u><u> </u></u>	V			Other refreshments:					Other refreshments:				
ounds (if used)					Grounds (if used)					Grounds (if used)				_
rimming Pool:		41			Swimming Pool:					Swimming Pool:				
olf Hole:		$\checkmark$			Golf Hole:					Golf Hole:				
Q:					BBQ:					BBQ:				
eneral Ambience:		Z			General Ambience:					General Ambience:				
terms of "Value for Money you consider	7"				In terms of "Value for Me	oney"				In terms of "Value for M	Aoney"			
ur room tariff ~		$\square$			do you consider your room tariff ~		E			do you consider your room tariff ~	N			
aintenance			ł		Maintenance					Maintenance		6	<u> </u>	
d everything work?		Yes	)	No	Did everything work?		Yes		No	Did everything work?		Yes	)	No
no, please specify)					(If no, please specify)					(If no, please specify)		$\smile$	·	
verall Opinion		A			<b>Overall Opinion</b>			7		<b>Overall Opinion</b>		$\bigcirc$		
ould you stay with us again	in?	Yes		No	Would you stay with us	again?	Yes		No	Would you stay with u	ıs again?	Yes	1	No
ould you recommend us?		Yes		No	Would you recommend	us?	Yes	1	No	Would you recommen	d us?	Yes	)	No
Iditional Comments					Additional Comments	,				Additional Comments	Nice	loca	stis	Mag
ery quiet		····								eonvenier	N- : a	niel	F	or me
			r	······································		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				it's not necesso	****************************	· cloa	nb	rith
Pool was gree	nw	ith c	elq	ae)						toweleverydai				sts to locu
ank you for staying with us			V		Thank you for staying wit	th us and we	hope to	see voi	u again	Howel on Ne ball	vith us and w	e hope to	see vo	u again.
				· ·	je z kor oraj mig vrit					, successfully the starting the		incre to		



# Terrace Room ....15

Your feed-back is very important to us – so we would appreciate your comments

	Very Good ( x )	Good (x)	Bad (x)
Colour scheme	X		
Furnishings	X		
Room lighting	×		
Reading lights	X		

(Curtains are currently being made)

General Comments A VERY PLEASANT MOTEL QUIET

LONGER BUT WE'LL BE BACK

10 OUT OF 10 FOR THE COFFEE MACHINE

	The bed is really comfortable and I slept well. Thanking on Excellent Good Fair Poor	
r Room Excellent Good Fair Poor	Your Room	Excellent Good Fair Poor Your Room
pearance/Decor:	Appearance/Decor:	Appearance/Decor:
inliness:	Cleanliness:	Cleanliness:
nfort:	Comfort:	Comfort:
nishings:	Furnishings:	Furnishings:
ting:	Lighting:	Lighting:
r Bathroom	Your Bathroom	Your Bathroom
anliness:	Cleanliness:	Cleanliness:
enities:	Amenities:	Amenities:
nting:	Lighting:	Lighting:
loom Food & Beverage	In Room Food & Beverage	In Room Food & Beverage
& Coffee: Green tea Would be good U	Tea & Coffee:	Tea & Coffee:
er refreshments:	Other refreshments:	Other refreshments: $\mathcal{N}/\mathcal{A}$
unds (if used)	Grounds (if used)	Grounds (if used)
mming Pool:	Swimming Pool:	Swimming Pool:
f Hole:	Golf Hole:	Golf Hole: ,/V/A
2:	BBQ:	BBQ:
eral Ambience:	General Ambience:	General Ambience:
erms of "Value for Money"	In terms of "Value for Money"	In terms of "Value for Money"
'ou consider	do you consider	do you consider
r room tariff ~	your room tariff ~	your room tariff ~
intenance	Maintenance	Maintenance
everything work? (Yes) No	Did everything work? (es the little look as	Did everything work? Yes No
ю, please specify)	(If no, please specify) However, there is a little teak off under the shower screen to the toilet area 3	(If no, please specify)
11.0.1.1		
erall Opinion	Overall Opinion	Overall Opinion
Ild you stay with us again? (Yes) No	Would you stay with us again? Yes No	Would you stay with us again? Yes No
Jild you recommend us? Kes No	Would you recommend us? Yes No	Would you recommend us? Yes No
litional Comments Very quiet clean	Additional Comments I'm 50 grateful for the excellent lighting in the bathroom.	Additional Comments
tral a comportable for overnight	Too many hotels have such poor bothoom	· Lovely Motel
IZY	lighting, and it's a great pleasure to stay	
ply you for alconing with up and and the local sectors in the sector of	here there the highly about pressure postary Thank you for staying with us and we hope to see you again.	Comfy Bed C
nk you for staying with us and we hope to see you again.	Thank you for staying with us and we hope to see you again.	Thank you for staying with us and we hope to see you again

and	1	w	e	ho	pe	to	see	you	aga	ain.
					· ·					

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#### Terrace Room 1

Your feed-back is very important to us – so we would appreciate your comments

		Very Good ( x )	Good (x)	Bad (x)
Colour scheme		Ø		
Furnishings	. × 8			
Room lighting				
Reading lights				

General Comments COMFORTABLE + RECAXING PLACE



#### **Guest Feedback Form**

To help improve our services, we welcome your suggestions by completing this form and leaving in your room

room			u l
C			
Retu			ail
addr			y-
June			ie
Beri			e
			E3
c			
			7711
			tom
	10	-	[Sec. 1
Room	Number: 19		
	of stay: 7 + 8		
Leng	th of stay: Z nigh	45	
How	did you hear about us?	vol OF	mouth
-	(Son)		
	s the first time you have stayed		
	se circle)	(Yes)	No
	ou check in at Reception?	Yes	No
	, was it handled efficiently?	Yes	No
	ment: Angzing Fre	noty h	elphi
-AI	ou auto check in and proceed	9070	Fplace
		Yes	No
	ht to your room?		
If yes,	was this convenient?	Yes	No



#### **Guest Feedback Form**

To help us improve our services, we welcome your participation by completing this form and leaving it in your room on departure.

Alternatively.	vou may return it to -
n 2 3	
	3
Ret	
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24	RI É
N Z O	
Si	6
1 / 21	- Carlos - Carlos - Carlos
PI	(S)
Room Number:	
	t 25-11.15
Length of stay:	day
How did you hear abo	view lovely grounds
	have stayed with us?
(Please circle)	Yes No Coor
	Excellent Good Fair Poor
Front Desk Check in efficiency:	
Courtesy:	
Knowledge:	

28.8.16



#### **Guest Feedback**

# Courtyard Room 1

Your feed-back is very important to us – so we would appreciate your comments

	Very Good ( x )	Good (x)	Bad (x)
Colour scheme	<u>ک</u>		
Furnishings	×		
Room lighting	X		
Reading lights	×		

Note: Curtains in the process of being replaced

General Comments NICE ROOM, VERY QUIET SURROUNDINGS, DOOR A BIT HARD TO CLOSE

Your Room	Excellent	Good	Fair	Poor
Appearance/Decor:	1		$\Box$	
Cleanliness:				1. Pr.
Comfort:				- * .
Furnishings:				
Your Bathroom	/			
Cleanliness:				
Amenities:				
Lighting:				
In Room Food & Bever	nge /	·		
Tea & Coffee:				
Other refreshments:				
Grounds (if used)	1			
Swimming Pool: N	A 🗌			
Golf Hole: N/	7, 🗌			
BBQ:	$\Box$			
General Ambience:	7			
Value				
In terms of "Value for Money", do you conside	er _/			
your room tariff ~	/			
Maintenance		0		
Did everything work?		Yes	)	No
(If No, please specify)		$\sim$		
<b>Overall Opinion</b>				
Would you stay with us	again?	Yes	)	No
Would you recommen	d us?	Yes		No
Additional Comments	DUTE			
BEAUTIFUL	ARDE	NS		·
LIENDLY OW,	VERS			
1	-			

Thank you for staying with us and we hope to see you again sometime. Of course, you may also email us with

	Exc	ellent	Good	Fair	Poor
Your Room					
Appearance/Decor:		$\square$			
Cleanliness:		$\square$			
Comfort:		$\Box$			
Furnishings:		$\square$			
Lighting:		$\checkmark$			
Your Bathroom					
Cleanliness:					
Amenities:		$\square$			
Lighting:					
In Room Food & Beverag	ge	/			
Tea & Coffee:		V			
Other refreshments: N	/A				
Grounds (if used)					
Swimming Pool: N/A					
Golf Hole: N/M					
BBQ: N/A					
General Ambience:		$\checkmark$			
In terms of "Value for Mo do you consider your room tariff ~	oney"	$\checkmark$			
Maintenance			~		
Did everything work?			(Yes)	)	No
(If no, please specify)			$\sim$		
<b>Overall Opinion</b>					
Would you stay with us a	agair	n?	(Yes)	)	No
Would you recommend u	ıs?		Yes	ł	No
Additional Comments					
ROOM AND S	SUP	RRO	UND	ING	5.
WIHSPER QUI	ET	-~	10 R	DA	
NOISE, M	AN	YT	HANK	5,	

Thank you for staying with us and we hope to see you again.



#### **Guest Feedback Form**

To help improve our services, we welcome your suggestions by completing this form and leaving in your room on departure.

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Date of st	5					
		1 DA				
Date of st Length of How did	f stay:	1 DA	1	tites.	Aaro	ta,
	f stay:	1 DA	1	tter.	Agre	ta.
Length of	f stay:	1 DA	1	ta tea	Agre	ta.
Length of How did	f stay: you hea	1 DA	/ us?‡			
Length of How did Is this the	f stay: you hea e first tir	1 DA	/ us?‡	iyed w		
Length of How did Is this the (Please ci	f stay: you hea first tir rcle)	1 DA ar about ne you ł	us?‡	iyed w	rith us?	No
Length of How did Is this the (Please ci Did you o	f stay: you hea e first tir rcle) check in	1 DA nr about ne you h at Rece	us? 4 nave sta ption?	ıyed w	rith us? Tes	No No
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#### Courtyard Room

Your feed-back is very important to us – so we would appreciate your comments

	Very Good ( x )	Good (x)	Bad (x)
Colour scheme	Ċ,		
Furnishings	Ó		
Room lighting	J		
Reading lights	H		

Note: Curtains in the process of being replaced

General Comments. FantAstic Room 8. Well appointed So quiet + bed. Lovely + comfortable. Receptions Excellent. We will be back Thank you. Thank you for your time - please leave in room

ır Room	Excellent	Good	Fair	Poor	Your Room	Excellent	Good	Fair	Poor	Your Room	Excellent	Good	Fair	Poor
pearance/Decor:					Appearance/Decor:		X			Appearance/Decor:	$\bigtriangledown$			
anliness:					Cleanliness:	$\mathbf{X}$				Cleanliness:	V			
nfort:					Comfort:		X			Comfort:	$\nabla$			
nishings:			H		Furnishings:				H	Furnishings:	$\overline{\mathbf{V}}$			
hting:					Lighting:	$\mathbf{X}$				Lighting:	$\overline{\mathbf{\nabla}}$			
ır Bathroom	L <u>Y</u>				Your Bathroom					Your Bathroom				
anliness:	.7				Cleanliness:	X				Cleanliness:	57			
ienities:					Amenities:	X				Amenities:	, Th			
hting:	$\checkmark$				Lighting:	X				Lighting:				
Room Food & Be	Verage				In Room Food & Beve					In Room Food & Bevera	19e			
& Coffee:					Tea & Coffee:	X				Tea & Coffee:				
ier refreshments:					Other refreshments:		X			Other refreshments:				
ounds (if used)		L			Grounds (if used)					Grounds (if used)		Participant -		
imming Pool:					Swimming Pool:		X			Swimming Pool:				
If Hole:					Golf Hole:					Golf Hole:				
2:					BBQ:					BBQ:				
veral Ambience:					General Ambience:		X			General Ambience:				
iciui minorence.					General Timblence.					General Hildrence.		N/		
erms of "Value fo	or Money"				In terms of "Value for N do you consider	Money" Dast	Kren	the	tariff	In terms of "Value for Me	oney"			
you consider ır room tariff ~					do you consider your room tariff ~					do you consider your room tariff ~				
						Rola			dhe					
intenance		() ()			Maintenance	Docker			d by	Maintenance		$(\cdot)$		
l everything wor		Yes	/	No	Did everything work?		Yes		No) m. Dany	Did everything work?		Yes		No
no, please specify	r)				(If no, please specify)		da		mipuny	(If no, please specify)			••••••	
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erall Opinion					Overall Opinion		$\overline{\mathbb{C}}$		9	Overall Opinion		$\bigcirc$		
uld you stay with	0	Yes		No	Would you stay with u	0	Yes		No	Would you stay with us	0	Yes		No
uld you recomm		Yes	<i>j</i> .	No	Would you recommen		Yes	)	No	Would you recommend	us?	Yes		No
ditional Commer		~ /	. 1		Additional Comments	6				Additional Comments				
Very clea		HOM	zpr	•	It was a nice					Very much perc	tfilt and	relexing	9	
over of \$	quiet.				clean I will.	have go		nem	UVIES			••••••	•••••	
		••••••			to Berrime.	Mank 1	100	5				•••••••		••••••
ink you for staying	g with us and we	hope to	see you	ı again.	Thank you for staying w	vith us and we	hope to	see yo	u again.	Thank you for staying wit	h us and we	hope to	see you	ı again.



# Room .....

Your feed-back is very important to us – so we would appreciate your comments

		Very Good ( x )	Good (x)	Bad (x)
		1		
Colour scheme		J.		
Furnishings		É		
Room lighting		Ľ		
Reading lights		Y		
(Curtains will be repla	ced)			
General Comme	ents. Quiet	+ comfertabl	e ju	iendy
Staff.	Itapport	o recommen	o to at	les
	1			

pearance/Decor:	1
anliness:	]
nfort:	]
nishings:	1
hting:	1
ır Bathroom	2
anliness:	]
enities:	]
hting:	]
Room Food & Beverage	
& Coffee:	]
ier refreshments:	]
ounds (if used)	
imming Pool:	]
If Hole:	]
2:	]
neral Ambience:	]
erms of "Value for Money"	
you consider 1r room tariff ~	٦
intenance	_
l everything work? (Yes) No	
no, please specify)	
erall Opinion	
uld you stay with us again? (Yes) No	
uld you recommend us? (Yes) No	
ditional Comments	
Stop the Goal mining	
Berrima is a lovely old four	10.

anl	k	you	for	staying	with	us	and	we	hope	to	see	you	again.
					-			* *					-

Tree les soles -	Excellent	Good	Fair	Poor
Your Room	LACENEIN	9000	Tun	
Appearance/Decor:		V		
Cleanliness:				
Comfort:	V			
Furnishings:		V		
Your Bathroom	a strange			
Cleanliness:	V			
Amenities:	V			
Lighting:	V			
In Room Food & Bever	ige	4		
Tea & Coffee:	V			
Other refreshments:	V			
Grounds (if used)				
Swimming Pool:				
Golf Hole:				
BBQ:				
General Ambience:	V			
Value In terms of "Value for Money", do you conside your room tariff ~	er 🔽			
Maintenance				
Did everything work?		Yes		No
(If No, please specify)		$\sim$		
Overall Opinion				
Would you stay with us	s again?	Yes		No
Would you recommen		Yes	)	No
Additional Comments				
Extremely relaxing	and peac	eful e	nvice	onment.
We just loved our	r.stay a	ind loc	k Fo	rward
to returning in the	future			s. 18 m

Thank you for staying with us and we hope to see you again sometime. Of course, you may also email us with

our Room	excellent	Good	rair	FOOI	Excellent Good Fair Poor	
					Your Room	
Appearance/Decor:			H		Appearance/Decor:	
Cleanliness:					Cleanliness:	
Comfort:			H		Comfort:	
Furnishings:		V			Furnishings:	
our Bathroom					Lighting:	
Cleanliness:	V				Your Bathroom	
Amenities:	V				Cleanliness:	
ighting:	V				Amenities:	
n Room Food & Beverag	ge				Lighting:	
lea & Coffee:	V				In Room Food & Beverage	
Other refreshments:	V				Tea & Coffee:	
Grounds (if used)					Other refreshments:	
Swimming Pool:					Grounds (if used)	
Golf Hole:					Swimming Pool:	
BBQ:					Golf Hole:	
General Ambience:	V					
Value						
n terms of "Value for					General Ambience:	
Money", do you consider your room tariff ~					In terms of "Value for Money"	
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Maintenance		(			your room tariff ~	
Did everything work?		Yes		No	Maintenance	
(If No, please specify)					Did everything work? (Yes) No	
					(If no, please specify)	
Overall Opinion		-				
Would you stay with us	again?	Yes		No	Overall Opinion	
Would you recommend	ssn p	Yes	)	No	Would you stay with us again? (Yes) No	
Additional Comments					Would you recommend us? Yes No	
Extremely relaxing a	and peac	eful e	nvica	onment	Additional Comments	
We just loved our to returning in the	stay a	ind loo	k Fo	rward	PLEASANT OUTLOOK, NICE	
to returning in the	Future				AND QUIET, EASY	
	1	1.2.24		1997.00	ACCESS TO EVERYFTYNG	
Thank you for staying wi	th us and	we hop	e to se	e vou	EVERY AMANCA	

Thank you for staying with us and we hope to see you again.

•

Ir Room	Excellent	Good	Fair	Poor
pearance/Decor:		N CON		
anliness:	N			
nfort:				Ē
nishings:	V			
hting:	V			
ır Bathroom	L	Lannad	L	
anliness:				$\square$
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hting:	V			
Room Food & Beverag	ge			
& Coffee:	V			
er refreshments:	V			
ounds (if used)				
imming Pool:				
lf Hole:				
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you consider 1r room tariff ~	7			
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l everything work?		(Yes	)	No
no, please specify)	·····		·····	
				<u>.</u>
erall Opinion		~		No.
uld you stay with us a	again?	Yes	)	No
uld you recommend u	ıs?	Yes	)	No
ditional Comments .				
ovely spot.	Had .	the	bes	t
leep ever.			1 1	!!

ank you for staying with us and we hope to see you again.

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Your	Room	Excellent	Good	Fair	Poor
App	earance/Decor:				
Clea	nliness:				
Com	fort:				
Furni	shings:				
Your	Bathroom				
Clea	inliness:				
Ame	nities:				
Light	ing:	V			
In Ro	om Food & Bever	ige			
Tea	& Coffee:	$\square$	$\Box$		
Othe	er refreshments:				
Grou	unds (if used)				
Swim	nming Pool:				
Golf	Hole:				
BBQ:					
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Ove	rall Opinion		./	1	
	ld you stay with us	again?	Yes	9	No
	ld you recommen		(Yes	5	No
Add	itional Comments		-		
do	wely stay -	ease	1 pre	bo	Oking
in	e and be	Joy	to.	sta	ij )
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·········			Turnathan	#.f	J. frihay

Thank you for staying with us and we hope to see you again sometime. Of course, you may also email us with

Your Room	Excellent	Good	Fair	Poor
Appearance/Decor:	+2-	V		
Cleanliness:				
Comfort:		V		
Furnishings:		V		
Your Bathroom				
Cleanliness: exhaus	ot []	V		
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In Room Food & Bevera				
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Other refreshments:	V			
Grounds (if used)				
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In terms of "Value for Money", do you conside	er			
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Did everything work?		Yes	,1	NO)
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E	schae	st	fe	an
<b>Overall Opinion</b>			-	
Would you stay with us	again?	Yes		No
Would you recommend		Yes	5 1	No
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Thank you for staying with us and we hope to see you again sometime. Of course, you may also email us with