



How would you rate this business out of 10?	Standard of customer service	Quality of product or service	Value for money	Going above & beyond	Why should this business win a customer service award
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The spa is a fantastic venue with the most wonderful team. From start to finish, we have been so well looked after by Naomi who is the ultimate professional, competent and knowledgeable wedding coordinator. Naomi is friendly, caring and clearly so passionate about what she does, and helped to plan and facilitate our wedding into an event that was everything we had hoped for and more. Every staff member was so friendly and wonderful and it felt they all went above and beyond to make our wedding an absolute dream come true. No task was too small, and no request too big. Thank you so much again for the best day of our lives. You rock.

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I will forever thank our wedding coordinator Naomi James, for delivering our special day in just 30 days so my terminally ill mum could share our special day. Everything was perfect, the planning every last detail to even a parking space for the private ambulance who brought my mum to my wedding for 2 hours to share my ceremony! The order of the day was also changed to my mum was able to be apart of the speeches. The professionalism Naomi showed was outstanding and I'll forever be in her debt after what she was able to achieve for me and my family! Everything was more than perfect.

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From start to finish, the whole team were amazing. Wonderful friendly staff, beautiful venue. They were so flexible with our requirements and made the whole process stress free. Nothing was too much trouble. We had the best day.

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All of the staff went above and beyond to ensure everything was perfect for our day. All aspects were perfect, the carpet was specially cleaned for our wedding. The venue was immaculately maintained to the absolute highest standard.
The set up team worked above and beyond to get the venue looking perfect, then changed the outside seating area while we were having photos done. All without us noticing, they must be like magic elves!
The tech crew went out of their way to provide extra mics for speeches at the last minute, also provided an extra sound system last minute for a surprise flash mob outside.
The waiting staff/ bar staff were all immaculately turned out and provided perfect service.
Naomi, the wedding coordinator, did everything humanly possible to ensure we had the perfect day. Nothing was ever too much trouble, we genuinely had the best wedding ever

10	10	10	10	10	We originally got married here in 2003 and renewed our vows for our 20th anniversary. The venue was even more stunning and the team went above and beyond. Our friends and family was blown away!
10	10	10	10	10	The service is amazing, every member of staff are there to do their best. The food was amazing - something that all of our guests commented on. Naomi, the Wedding Coordinator is so helpful and nothing is too much trouble! I wish we could do the day all over again!
10	10	10	10	10	Excellent communication and support from wedding co ordinator Naomi. Both through our face to face meetings and email. Made our dream day come true
10	10	10	10	10	Beautiful venue with stunning views. Naomi James, Wedding Co-ordinator, deserves an individual award for her customer service. She was absolutely amazing . We had complete confidence in her in ensuring everything ran smoothly and it absolutely did. She was so warm and friendly and really cared about making our daughters wedding day the best it could be. Food was fantastic and service was brilliant.
10	10	10	10	10	Scarborough spa is the most beautiful wedding venue ever. Every member of staff were so kind and helpful from first booking right through to our special day! The staff made our day special and helped us create our perfect day.
10	10	10	10	10	Scarborough spa and the team were absolutely amazing. They made our wedding day magical we couldn't have asked for more. Naomi especially took great care of every aspect of the day we were made to feel at ease that everything would go smoothly. Nothing was any trouble everyone was always friendly the views are fabulous and the venue looked great. The food was delicious with generous portions we had a lot of our guests commenting that it was the best food they've had at a wedding. Price wise it is very reasonable. We would definitely recommend scarborough spa.

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Absolutely brilliant service and Naomi, the Wedding Planner, went above and beyond to ensure everything ran perfectly on the day and beforehand. Amazing venue, food, DJ, staff, and view over Scarborough South Bay. Amazing!

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We honestly had the most incredible and perfect day, all down to the wedding planner Naomi and the perfect venue, food, staff, and most of all efficiency and patience. Nothing, and I mean nothing was too much trouble. The planning and endless requests from us to The Spa were all met with ease and Naomi lessened the stress of planning a wedding. We had over 100 guests at the day reception and over 150 on the evening and had so much amazing feedback off people who couldn't believe the beautiful venue and the incredible and delicious food-all of which was served swiftly and all was hot-not an easy thing to do for 107 people-but they did it! Attention to detail was spot on with Naomi being on hand at the drop of a hat but staying unnoticed by others but by my side when we needed her. All the staff were polite, courteous and incredibly helpful. We also have the most amazing wedding photos due to the location of The Spa and the amazing views. We honestly could not have asked for a more perfect day and a more perfect venue with incredible facilities. Just wish we could do it all again! Feel extremely lucky and blessed to have found such a perfect wedding venue.

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Excellent wedding venue and the staff made sure our day was perfect

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Fantastic service and communication. Food was brilliant. Wedding coordinator was the best.

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It's a perfect venue for couple who enjoy something different to a barn. Great staff who are helpful, attentive and provide a fantastic service. The wedding breakfast was of a high standard and our guests enjoyed the food. Additionally, the price for the wedding package was very reasonable and much cheaper than other places. We had a unique wedding by the seaside and everyone enjoyed the party.