

# To all our Visitors

On behalf of the entire Ollie's Crew, thank you very much to everyone who has taken the time to complete a 'Your Thoughts Please' form.

We are delighted that the vast majority of your feedback is saying that you really like what we do, however, we will not get complacent, there is always more to be done!

We look very closely at all your ideas and will try and introduce suggested improvements wherever we can. We really value your feedback and so please do keep letting us know your thoughts.

And don't forget, every completed 'Your Thoughts Please' form will be entered into a quarterly prize draw to win a £10 Ollie's Gift Voucher!

Alison Tuffs, July 09

## Here are just some of your comments - thank you!

'The Crew were great' 'Very nice and friendly Crew'

'Well done - very clean, tidy and comfortable'

'Keep up the good work' 'Staff are brill!'

'You do a wonderful job'

'Very happy and friendly place'

'Safe environment, lovely place to bring young children'

'Party package was great value for money' 'Staff were very friendly and helpful'

'I thought the whole 2 hours was fantastic - well worth the money and the staff were so helpful -  
a great afternoon'

'Staff were friendly & helpful' 'The best'

'Good value, many thanks to all staff for an enjoyable time'

'The party was very good & the children thought Ollie was fab'

'I thought the party was amazing - definitely come again'

'Fantastic mentor - I would recommend Ollie's'

'We couldn't be happier with the party - thanks!'

'Keep up the good work!' 'Very helpful, friendly staff'

'Good value for money'

'I will definitely recommend Ollie's & have future parties here'

'Nice clean room & plenty of hot food - thank you'

And here are some of your excellent ideas and suggestions - please keep them coming!

'It may be difficult for a lone parent with children to queue at the food counter'...

...We have now introduced table service!

'More baby changing facilities'...

...We arranged for additional facilities to be fitted in the ladies and gents toilets, however, they were unable to go ahead due to unsuitable fixings and lack of space. We are currently looking into the feasibility of a mobile changer.

'Make the disabled toilet door open the other way'...

...Done!

'Season Tickets'...

...Now available!

'Include carrot and cucumber sticks in the Party Menu (cold buffet)'...

...Done!