

South Lodge customer feedback.

We and our staff work hard to try to ensure everyones stay at South Lodge is a wholly good experience.

The feedback we have received previously has been very useful to Christa, Bill, Louise, and our staff. We have improved a number of facilities and services directly as a result of what our customers have told us, as well as identifying and correcting things that have got wrong occasionally.

The feedback has also confirmed our decision not to offer a traditional English breakfast, a fry up. Our award winning continental breakfasts are very very popular, but a very occasionally one of our customers has suggested we do offer a fry up. Overall our customers have rated our breakfasts as 97% excellent, with frequent comments such as *"the breakfast was par excellence, with such variety, indeed unparalleled. Keep up the good work, highly recommended. BD& IC"*.

We encourage all our customers who stay at South Lodge to help us to maintain and improve the high standards we are achieving by telling us what was good about your stay and what needs improving. This can be done during your stay or at/after departure time.

After your stay, it is also helpful, if you have the time, to complete a review of your stay on the internet.

If you booked your stay via the internet, your booking agent may contact you after your stay inviting a review These include [Eviivo](#), the company that provides the online booking system for our web site, and [LateRooms.com](#). If they do, we encourage you to give them your feedback.

[TripAdvisor.co.uk](#) is also a well known traveller customer internet review option.

We want your honest views. We have never asked anyone to give us positive review on any internet site, neither would we ever do it. We believe we offer a good service and standard of care, but recognise sometime problems occur or somethings are not to everyone's tastes. Honest reviews carry credibility.

Thank you.

"A Surprise Family get Together.."

A real warm welcome at the South Lodge Guest House, Broadstairs Kent. We arrived here for a big family party at my cousins house. We had a lovely big room with a really comfortable bed. A good tea/coffee tray with biscuits in our room. Breakfast was truly unique a full continental breakfast. With a good choice of cheeses, hams and salami. Home made bread. Plenty of choice with cereals including porridge. Breakfast was started with a gorgeous fruit smoothie.
Pauline G via [TripAdvisor.co.uk](#)