
Casa Digital

Departed 08/10/03 to 09/05/03

Submitted 09/02/03 to 09/08/03

Comment Card - Written General Comments

09/08/03

General Comment

Reservation # 198262 Guest: Walters, Jere 09/02/03 to 09/05/03 Room 312	Score: 8.44 09/08/03 08:50:40 AM: There was a need to drill a lock to remove a guest from their room on the 3rd floor, this was a very noisy operation that went unannounced to other guests, and no explanation was given. I was about 50' away and the noise was unbearable. On the second day of my stay the cleaning crew was buffing the lobby floor at about 8:15 am. Was this the night crew running late?
Reservation # 186919 Guest: Wisiup, Margaret E. 08/19/03 to 08/23/03 Room 308	Score: 10.00 09/08/03 06:33:24 AM: All of the wait staff were wonderful in the Crystal Room, for all meals. Especially the breakfast staff. They all remembered our names, and greeted us with smiles every morning! Definitely a pleasant experience. We stayed at the Ritz-Carlton our first night, but we had a much better experience, everyone was friendlier at Le Pavillon. I would not go back to the Ritz! Thank you.
Reservation # 194476 Guest: Young, Linda 08/09/03 to 08/10/03 Room 324	Score: 10.00 09/08/03 05:03:35 AM: I sure would like to see what the suites look like especially the Governor Blanchard one....
Reservation # 196257 Guest: Roland, Felix 08/10/03 to 08/11/03 Room 314	Score: 10.00 09/07/03 08:16:47 PM: every thing was nice the staff was friendly
Reservation # 195230 Guest: Pace, Armand C 08/22/03 to 08/25/03 Room 513	Score: 7.92 09/07/03 11:00:42 AM: Not every time but every now and then repeat customers should be offered the opportunity to upgrade to a suite as a token of appreciation for their loyalty.
Reservation # 198522 Guest: Hanks, Martea 09/03/03 to 09/04/03 Room 531	Score: 9.22 09/06/03 10:34:00 PM: I will highly recommend your facility to others. Hopefully, I will be able to visit you again.
Reservation # 195255 Guest: Busby, David 08/29/03 to 09/02/03 Room 712	Score: 8.58 09/06/03 10:11:44 PM: I always stay with your hotel on Labor Day to celebrate my birthday. Last year I received a fruit basket and birthday card. I was disappointed this year when I didn't receive one. The front desk was very nice, but not as perky as usual.
Reservation # 198543 Guest: Berghuis, Robert 09/03/03 to 09/04/03 Room 701	Score: 8.09 09/05/03 07:45:12 PM: I have stayed in the hotel many times and normally for several weeks in a row. However this time I only stayed for one night and was put in room 701. The TV did not work, 1 lamp next to the bed did not work, the bath was not clean and it did just not feel OK. I was disappointed since you should have a system to indicate whether you are dealing with a regular guest or just a one night

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overstayer.

I will continue to visit your hotel to give it another chance. Normally I am quite happy.

Reservation # 197226

Guest: Rikarts, Andrew

08/20/03 to 08/29/03 Room 527

Score: 9.39 09/05/03 03:26:19 PM: Free water in rooms, you shouldn't be outdone by the Sheraton. \$4+16%tax (\$5.17) per tiny bottle of water (which is billed as Evian and is only Dysani, which is recycled water used in the coke bottling process)in your mini-bar is RAPE!! Everyone knows you only pay \$0.25 per bottle.

Reservation # 197965

Guest: Carlson, Ray

08/30/03 to 09/03/03 Room 818

Score: 9.71 09/05/03 08:00:30 AM: On our first night (Sat) most of the hotel was booked by a wedding party which took over both the lounge and the dining room. I feel that some arrangement to set up an alternate bar in the lobby would have provided the other guests a place to relax and have a cocktail or coffee. As it was your only choice was to go to your room and order from room service.

Reservation # 198281

Guest: Nafe, Jeff

08/31/03 to 09/01/03 Room 813

Score: 10.00 09/04/03 09:57:24 PM: Got charged by both Hotels.com and you, but trying to clear that up now. I'm assuming I'll get one of the charges voided out. Hotel was nice and a great value for what we got it for though.

Reservation # 192485

Guest: Magruder, Melinda

08/28/03 to 08/31/03 Room 431

Score: 9.38 09/04/03 09:34:20 PM: There was a rubber band from orthodontic braces in my bed linen which made me feel gross. The woman at the bar had closed early and made me feel bad when she agreed to fix my drink before closing time! Everything else was just perfect--a wonderful place to enjoy my family and friends before the wedding and after. The housekeeping staff made great efforts to accomodate our late mornings and to clean my room which was filled with wedding junk. The lobby was a great place to meet and greet. It was overall a wonderful stay, just next time keep the rubber bands out of the bed linen...

Reservation # 194194

Guest: Lumueller, Sylvia

08/27/03 to 08/30/03 Room 618

Score: 9.83 09/04/03 08:17:39 PM: Pool area was beautiful.

Ice machine on our floor was out of order.

We did not receive the wake-up call as requested.

Reservation # 193964

Guest: McElroy, Georgia

08/29/03 to 09/02/03 Room 221

Score: 9.20 09/04/03 07:57:28 PM: Overall, everything was excellent! Thank you!

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Reservation # 196943 Score: 10.00 09/04/03 04:38:51 PM: I really feel that this hotel should be a 10 star hotel!!!
Guest: Blankenship, Jo Ann
08/30/03 to 09/01/03 Room 316

Reservation # 196760 Score: 10.00 09/04/03 11:07:13 AM: This was my first visit to New Orleans and it was a very pleasant one. I have and will continue to
Guest: Senior, Christopher recommend your hotel to friends, family, and associates. Thank you.
08/29/03 to 09/01/03 Room 419

Reservation # 195877 Score: 10.00 09/03/03 08:46:00 PM: The decor and the ambiance of the hotel were very elegant and quaint. I can't wait to return!
Guest: Tate, Marvin
08/15/03 to 08/17/03 Room 623

Reservation # 191188 Score: 9.18 09/03/03 08:30:00 PM: We had a wonderful stay at your hotel. The facilities are gorgeous and the employees were very nice. If we
Guest: Bustamante, Cielo visit New Orleans again, there is no doubt that we will stay at Le Pavillon.
08/23/03 to 08/25/03 Room 823

Reservation # 196357 Score: 9.71 09/03/03 08:04:08 PM: The staff at the Crystal Room was the warmest I had ever experienced. I ate most of my meals there
Guest: Cannon, Onteria because of the service they provided. All of the wait staff was courteous and attentive. I will be back to New Orleans in the near future and I will
08/14/03 to 08/18/03 Room 816 stay Le Pavillon!

Reservation # 195137 Score: 8.90 09/03/03 03:10:32 PM: We enjoyed very much your late night snack.Great visit!
Guest: Rzezniak, Adriana
08/21/03 to 08/26/03 Room 802

Reservation # 196030 Score: 10.00 09/03/03 01:51:09 PM: Don't change anything!!!!
Guest: Sanborn, David
08/30/03 to 09/01/03 Room 707

Reservation # 196618 Score: 9.00 09/03/03 01:38:07 PM: Thank you for a wonderful stay.
Guest: Rodriguez, Raymond
08/25/03 to 08/29/03 Room 229

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Reservation # 196020 Guest: Jarosik, Christy 08/29/03 to 09/01/03 Room 223	Score: 9.50 09/03/03 01:02:49 PM: Our bath tub did not drain very well when showering. The front desk recommend a place to order pizza and the employees at the restaurant were not friendly or helpful. I would not suggest recommending that restaurant to anyone else. But overall, we loved the hotel and it was very clean and everyone was very friendly! We would definitely stay there again!
Reservation # 197913 Guest: McIntire, Jeanne 08/30/03 to 09/01/03 Room 515	Score: 9.83 09/03/03 11:50:41 AM: There was a little confusion on the reservation between priceline and LePavillon, but since I called ahead of time, it was all straightened out and it was a pleasure to stay at the Hotel. Thank you!
Reservation # 198312 Guest: Neal, Sheldon 08/31/03 to 09/02/03 Room 319	Score: 8.58 09/03/03 11:20:53 AM: Our stay at Le Pavillon was excellent with the one exception of the staff in the crystal room. The food was excellent, but some of the waitresses, especially the girl making the omelettes, gave very poor service. They seemed very uninterested in good friendly service, and were verging on rude. Again, not all the wait staff but a few. Other than that, the stay at Le Pavillon was outstanding, and we loved the rooftop pool and hot tub !
Reservation # 190284 Guest: Quinata, Nancy 08/29/03 to 09/02/03 Room 424	Score: 9.31 09/03/03 11:10:39 AM: The only unpleasant experience we had was when we were wanting to ask information on a tour of the Super Bowl and Marti Gras World. We went to the Concierge desk and there was a man sitting at the desk and would not acknowledge we were even standing there. I guess he was to busy talking to a female employee who was also standing at the desk to care.
Reservation # 197845 Guest: Cano, Adan 08/31/03 to 09/01/03 Room 226	Score: 8.09 09/03/03 10:52:43 AM: Our only complaint was that our bed was not turned down in the evening. We have found this is a usual expectation in our other travels.
Reservation # 198314 Guest: Brannick, Ramona 08/31/03 to 09/01/03 Room 517	Score: 8.62 09/03/03 09:42:50 AM: It appeared that one of the pillowcases on one of the beds had mascara on it. Please supervise the maid service more closely. The food in the Honor Bar is outrageously expensive, more so than in any other hotel I've visited around the world. Since you offer complimentary water, juice and fruit in the workout room, it might be helpful to offer the same in the rooms. The rooftop pool is lovely, we visited it twice in our one night stay, but the pilasters on the balcony are wide enough for a small child to fit through. Enclosing it with some see through material or mesh might avert a tragedy in the future. We enjoyed the breakfast buffet the morning that we left, but the staff began to take everything away without warning us that they were doing so. There were perhaps six tables occupied in the restaurant that morning, it would have been appropriate for our waitress to ask us if we were finished before taking everything away. We enjoyed the cookies in the evening, the pool was lovely, the staff is very friendly, the rooms are large and comfortable. Despite the criticisms, we would visit the hotel in the future, we just wouldn't take anything from the Honor Bar!

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Reservation # 195693 Score: 10.00 09/03/03 09:11:32 AM: There was a wedding reception taking place when I attempted to use the pool/jacuzzi. If there was a sign posted I would not have gone out there, which I'm sure disrupted their party and also made me and my guest uncomfortable surrounded by formally dressed people while we're in bathing suits.
Guest: Hammond, Desiree A
08/28/03 to 08/31/03 Room 726

Reservation # 197408 Score: 10.00 09/02/03 09:54:59 PM: What amazing service!!!
Guest: Rowland, Julie
08/28/03 to 09/01/03 Room 330

Reservation # 193504 Score: 9.87 09/02/03 09:31:13 PM: The staff was excellent as always. Our stay was marred by an emergency which took us away for a short time. The staff was generally concerned about us and our family. Luckily everything turned out wonderful, just like our stay.
Guest: Couture, Keith
08/22/03 to 08/24/03 Room 806

Total of 31 general comments.
