

Safari Drive Holiday Questionnaire

Welcome home, we hope that your holiday fulfilled all your expectations. We would be very grateful if you could take a couple of minutes to fill out this short questionnaire. Please circle the relevant number using:

1: Excellent 2: Good 3: Acceptable 4: Poor

UK Office:

Was your booking dealt in a friendly & informative manner? 1 2 3 4

Were you happy with your pre-holiday information? 1 2 3 4

Was the information given to you on the telephone and in your travel pack accurate? yes / no

Overall efficiency of the service ? 1 2 3 4

Flights/Airport: 1 2 3 4

Efficiency of check in services? 1 2 3 4

Food & service on board? 1 2 3 4

Were the airline staff polite & helpful? yes / no

Did you have any troubles at immigration? yes / no

Briefing:

How was your airport meet & greet? 1 2 3 4

Was our representative friendly & helpful? 1 2 3 4

Did you find the briefing well presented? 1 2 3 4

Did you feel reassured with the details of the back-up of our team on the ground? 1 2 3 4

Please state, if you think something important was not included in the briefing: 1 2 3 4

Equipment:

How did you think the vehicles were equipped? 1 2 3 4

Did you find the tents comfortable? 1 2 3 4

Did you find the tent easy to erect? 1 2 3 4

Was the equipment as expected? 1 2 3 4

Please state, if you think any part of the equipment could be improved or replaced, or indeed if you think we need to add something to the equipment in the vehicles?

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Accommodation:

What were the campsite facilities like?

Which was your favorite campsite, and why:

.....

What rating would you give the lodges/camps that you stayed in?

Which was your favorite lodge/camp & why:

.....

Driving:

How would you rate the roads?

1 2 3 4

Did you find the drive times accurate?

1 2

3 4

Was your itinerary too rushed?

yes / no

General:

Do you think we are doing enough to encourage clients to be environmentally & culturally aware?

Yes / No

Would you consider using Safari Drive again?

yes / no

How would you describe your holiday overall?

1 2 3 4

Where is your next preferred destination?

.....

How would you describe your overall satisfaction with your Holiday (Please circle)

Excellent

Good

Average

Unsatisfactory

Please provide any other information below that you feel may be of future use to us.

Thank you for your help.

From us all at Safari Drive