

Adventure Tour Questionnaire

Thank you for booking your tour with **tucan**travel, we hope that you thoroughly enjoyed the experience! The aim of this questionnaire is to help us to maintain, upgrade and improve our programmes as necessary, therefore we would greatly appreciate you taking the time to complete this form. Please be aware that your comments may appear in the testimonials section of our website. Once you have completed the form please either return this to your tour leader or post it back to one of our offices. We thank you for your assistance and we hope that you will travel again with us in the future.

1 Passenger Information

Passenger Name: _____

Address: _____

Email Address: _____ Nationality: _____

Date of Birth: _____ Occupation: _____

Tour Code: _____ Departure Date: _____

2 General Information

How would you rate your tour? excellent good fair poor

Would you recommend **tucan**travel to your friends? If no, please explain your reasons yes no

Would you travel with **tucan**travel again? If no, please explain your reasons yes no

What were the highlights of your tour? _____

Would you recommend anything be added to the tour? _____

Would you recommend anything be withdrawn from the tour? _____

Do you feel that your tour benefited local people and minimised impacts on the environment? _____

3 Your Tour Leader

Tour Leaders Name: _____

Does he/she have the right personality for the job? yes no

Was he/she helpful enough during the tour? yes no

What was his/her attitude in general like? excellent good fair poor

How were his/her organisational skills? excellent good fair poor

What were his/her general and local knowledge like? excellent good fair poor

How would you rate his/her orientation tours? excellent good fair poor

What did you think of his/her general presentation/attire? excellent good fair poor

Further comments: _____

4 Accommodation, Transport, Food and Optional Excursions

Taking into consideration the type of tour you have booked and the local environment through which you have travelled, how would you rate the following components?

	excellent	good	fair	poor	N/A
Tour hotels/hostels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tour camping grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tour camping equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tour transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals included on your tour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurants suggested by your Tour Leader	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excursions included in your tour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optional excursions offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local guides on excursions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services of local representatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Further comments: _____

5 Pre-Departure Information

Please rate the following pre-departure services: (if you were not supplied with or did not read any of these documents please tick N/A)

	excellent	good	fair	poor	N/A
Your travel agents knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of the brochure description	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of the pre-departure information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of the tour dossier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of the country information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of the Joining Letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of the Joining Map	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 Marketing Information

Where did you first hear about **tucan**travel? _____

Name of the Travel Agency and branch you booked with (if applicable)? _____

Which newspapers and magazines do you read most regularly? _____

Which other tour companies have you travelled with in the past 3 years? _____

Please Sign Here: _____ Date: _____

City: _____

We thank you very much for taking the time to complete this questionnaire. If you have any further comments, please write them on a separate piece of paper and attach it to your questionnaire.

Don't forget!

As a past **tucan**travel client you will get a **5% discount** on your next tour...