

## Budget Expeditions Questionnaire

Thank you for booking your tour with **tucantravel**, 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  
     
 yes    no  
 Would you recommend **tucantravel** to your friends? If no, please explain your reasons   
 \_\_\_\_\_  
 Would you travel with **tucantravel** 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 Would you recommend anything be withdrawn from the tour?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?    
excellent    good    fair    poor  
 What was his/her attitude in general like?      
 How were his/her organisational skills?      
 What were his/her general and local knowledge like?      
 How would you rate his/her orientation tours?      
 What did you think of his/her general presentation/attire?

### 4 Your Tour Driver

Tour Drivers Name: \_\_\_\_\_  
 Does he/she have the right personality for the job? yes    no  
   
 Was he/she helpful enough during the tour?    
excellent    good    fair    poor  
 What was his/her attitude in general like?      
 How would you rate his/her interaction with the group?      
 How were his/her demonstrated driving skills?      
 What did you think of his/her general presentation/attire?      
 How would you rate the condition/cleanliness of the vehicle?

## 5 Your Tour Cook

Tour Cooks Name: \_\_\_\_\_

Does he/she have the right personality for the job?

yes

no

Was he/she helpful enough during the tour?



What was his/her attitude in general like?

excellent

good

fair

poor

How would you rate his/her interaction with the group?





How were his/her demonstrated cooking skills?





What did you think of his/her general presentation/attire?





How would you rate the condition/cleanliness of the cook tent/cooking equipment?





Further comments: \_\_\_\_\_

## 6 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?

Tour hotels/hostels

excellent

good

fair

poor

N/A

Tour camping grounds






Tour camping equipment






Tour transport






Meals included on your tour






Restaurants suggested by your Tour Leader






Optional excursions offered






Local guides on optional excursions






Further comments: \_\_\_\_\_

## 7 Pre-Departure Information

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

Your travel agents knowledge

excellent

good

fair

poor

N/A

Accuracy of the brochure description






Accuracy of the pre-departure information






Accuracy of the trip notes






Accuracy of the country information






Further comments: \_\_\_\_\_

## 8 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...