

## Overland Expedition 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Would you recommend anything be withdrawn from the tour?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 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?



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 driving skills?





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





How would you rate the condition/cleanliness of the vehicle?





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






Excursions included in your tour






Optional excursions offered






Local guides on excursions






Services of local representatives






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

## 7 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)

Your travel agents knowledge

excellent

good

fair

poor

N/A

Accuracy of the brochure description






Accuracy of the pre-departure information






Accuracy of the tour dossier






Accuracy of the country information






Accuracy of the Joining Letter






Accuracy of the Joining Map






## 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...