

HOLIDAY QUESTIONNAIRE - WALKING & TREKKING

TRIP: Gentle walking Bhutan
 NAME/S: D.M Berry
 DEPARTURE DATE: 23/12/14
 POSTCODE: HP13 6TT



Please rate the following elements of your holiday (type 'yes' in the relevant box against each different element)

	EXCELLENT	GOOD	FAIR	UNSATISFACTORY
The service received from our office		x		
The Mountain Kingdoms brochure		x		
The detailed day-by-day itinerary for your trip		x		
The Mountain Kingdoms website		x		
The dossier of pre-trek information		x		
Standard of flights		x		
Standard of hotels		x		
The route you undertook		x		
Quality of included meals			x	
Standard of equipment on trek (camping only)				
The grading of your trip			x (see below)	
Road/transport arrangements	x			
Your Mountain Kingdoms kit-bag		x		
Our pre-trip meet (if attended)				N/A
How would you rate your holiday overall?		x		

If you would like to expand on any of these points - please comment below, particularly if you think that we could have done better:

The grading of the trip (Gentle Walking) was accurate for the plans. but several participants were obviously very fit and all the time were pushing to walk quickly. Two of us were slower and the others didn't always wait for us to catch up, and if they did, started immediately on our arrival. I talked to the guide, who was sympathetic, but obviously had a problem as he couldn't tell them what to do. Subsequently, he kept saying that there was plenty of time, and to me he encouraged me to walk at my own pace and take breaks for rest, photos, etc as I wanted, and made sure that I knew where I was going.

Your trip staff

Who was your trip leader? I forget his name!

	EXCELLENT	GOOD	FAIR	UNSATISFACTORY
How would you rate the service they gave?	x			
How would you rate the trip support staff?	x			

For treks using porters

The welfare of our local trekking staff is extremely important to us and we try our best to ensure that they have appropriate clothing, shelter and footwear on all treks. Please comment below if you have any concerns about the standard of porter care on your trek.

For office use only:

Circulate to: JS / NM / AS / JD / SMB / LD / JLT / KR / AP/ HG / AJP/ DE / AGENT

Copy for amends: Dossier / itinerary / brochure / positive feedback

Your holiday experience

Please tell us what you enjoyed about travelling with Mountain Kingdoms:

Excellent organisation, excellent guide and driver. These people were always prepared to do what was necessary, even when it didn't seem to be their job (eg, helping to clean room, serving food at lunch/dinner). Good itinerary, excellent hotel in Kathmandu.

Would you recommend Mountain Kingdoms to a friend? Yes or no?

yes

Their Name:

Their email address:

Their address:

Postcode:

Where else do you think we should run holidays to - not already featured in our brochure?

Do you read a daily/weekend newspaper/s or outdoor magazine/s? If yes, please tell us which one/s:

Wanderlust

Would you like to receive information on any other Mountain Kingdoms holidays? Please say which ones:

- 1.
- 2.
- 3.

If you do not already receive our brochure and/or our monthly e-newsletter, and would like to, please provide your contact details below:

Your address:

Your e-mail:dmartinberry@gmail.com

Mountain Kingdoms is a member of AITO (the Association of Independent Tour Operators). AITO independently monitors its members and their standards. We are proud of our holidays and would appreciate it if you could give your feedback to AITO by going to www.aito.co.uk/q

Please contact us if you would prefer to complete a postal version of this form. Tel: (0)1453 844400