



## MACLEAY VALLEY TRAVEL - FEEDBACK FORM

We are continually looking to improve the quality of our tours and services we provide. We welcome your feedback on your recently completed tour, together with any suggestions you might have. Your feedback may be provided anonymously if you wish. Please email this form to [info@macleayvalleytravel.com](mailto:info@macleayvalleytravel.com)

Tour Name:

Tour Date:

Passenger/s Name (optional):

Passenger address (optional):

Enquiries and booking process

1. How did you first hear about this tour?

From our Newsletter      From our Website      From a relative/friend/neighbour  
From an advertisement, if so, what paper/magazine was the advertisement in?

2. How would you rate the service you received from our staff?

Good      Average      Poor

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3. If applicable, was your insurance explained and organised for you?

Good      Average      Poor

Departure from Australia

4. If applicable, was your departure from Australia satisfactorily handled by the tour escort?

Good      Average      Poor

Flights

5. Were you satisfied with the airline(s) and the flight arrangements?

Good      Average      Poor

Arrival Overseas

6. Were you satisfied with the way in which your arrival overseas was handled, particularly with the tour welcome?

Good                      Average                      Poor

Accommodation

7. Was the accommodation satisfactory? Did it meet your expectations?

Good                      Average                      Poor

Meals

8. Were the included meals satisfactory?

Good                      Average                      Poor

Transport

9. Was the tour transport satisfactory?

Good                      Average                      Poor

Macleay Valley Travel's Tour Escort (if applicable)

10. Were you satisfied with the tour escort?

Good                      Average                      Poor

Tour Guides / Tour Directors

11. Were you satisfied with the tour guide(s)?

Good                      Average                      Poor

Departure from overseas

12. Were you satisfied with the way in which your departure from overseas was handled?

Good                      Average                      Poor

General

13. Did you enjoy your trip?

Good

Average

Poor

14. Do you think that the tour provided good value?

Good

Average

Poor

15. Based on your experience of travelling on one of our tours, would you be happy to travel with us again or recommend us to your friends?

16. Are you particularly interested in any other tours that we offer? We have a range of tours available, covering the following destinations:

Thailand

Vietnam

Sri Lanka

Cambodia

China

Japan

Iran

Other destinations:

South Africa

East Africa

USA

Canada

South America

Mexico/Cuba

New Zealand

British Isles

Italy

Turkey

Greece

Israel

Spain/Portugal

Scandinavia

17. Do you have any other comments or suggestions?

18. Do you have any friends who would like to be added to our mailing list?

19. Do you give Macleay Valley Travel permission to use some of your comments as testimonials? (anonymously):

YES

NO