



VIVANDALUCIA

Day trips to show the real Spain, Gibraltar and Tangiers

CUSTOMER FEEDBACK FORM

Your feedback is very important to us. We would be extremely grateful if you would take a moment to give us your views, which we will use to improve the quality of service we offer and to maintain the high standards we feel our customers deserve. Please be honest and feel free to remain anonymous if you so wish. All information will be held in strictest confidence.

| | | | |
|--|--|-------|--|
| Your Surname: | | Date: | |
| Trip Destination: | | | |
| Your email address: (for future updates/offers) | | | |

| Please tick only one box for each of the following: | Excellent | Good | Adequate | Poor | Not applicable |
|---|-----------|------|----------|------|----------------|
| Quality of transport? | | | | | |
| Helpfulness of the guide? | | | | | |
| Knowledge of the guide? | | | | | |
| Quality of food (if included)? | | | | | |
| Quality of locations visited? | | | | | |
| Overall quality of the trip? | | | | | |
| Overall value for money? | | | | | |

If you booked your day trip through an agent...

| | |
|---|--|
| Who was the agent? | |
| Was the information you were given accurate (e.g. pickup time & point)? | |

Please summarise your overall opinion of the trip:

| |
|--|
| |
|--|

| And finally... | Yes | No | Any comments? |
|--|-----|----|---------------|
| Have you seen our brochure? | | | |
| Have you seen our website? (www.vivandalucia.com) | | | |
| Can we publish your views on our website? | | | |

Privacy statement:

We take our customers' privacy seriously. We will never pass on or sell your email address or other details to any third parties. We will only publish your views on our website with your express permission, and will not display your email address.

We would like to thank you for taking the time to complete this feedback form and we sincerely hope you enjoyed your trip.

– The VivAndalucia team