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Pilgrimage Feedback Form

Please note that this form is for feedback only, and is not to be used for registering a complaint.

We hope, very much, that you enjoyed your Pax Travel pilgrimage. At Pax we strive continually to improve and refine the service we provide. Only one group of people can tell us if we are succeeding: our clients. It would therefore be a huge help in our task if you could spare us a moment or two to complete this brief feedback report and let us know how we performed for you. Every form returned is analysed in detail so your contribution can make a real difference to the way we do things.

What was the name of your group leader and date of your tour?

How did you hear about this tour? (If via a newspaper, please state which one)

Please answer each of the questions below, by circling the appropriate number. If the question doesn't apply to you please circle N/A.

1 = very unsatisfactory, 2 = unsatisfactory, 3 = average, 4 = good, 5 = excellent

1) How would you describe your overall level of satisfaction with your tour?

1 2 3 4 5

2) How good was the service you received from the Pax Travel office?

1 2 3 4 5 N/A

3) How useful was the presentation evening?

1 2 3 4 5 N/A

4) How accurate and informative were the Final Instructions?

1 2 3 4 5 N/A

5) What was your overall impression of the Tour Manager?

1 2 3 4 5 N/A

6) What was the quality of the local guides?

1 2 3 4 5 N/A

7) What was the quality of the coaches and drivers?

1 2 3 4 5 N/A

8) How was the first hotel? Name: _____

1 2 3 4 5 N/A

9) How was the second hotel? Name: _____

1 2 3 4 5 N/A

10) How was the third hotel? Name: _____

1 2 3 4 5 N/A

11) How was the fourth hotel? Name: _____

1 2 3 4 5 N/A

12) What was the quality of the meals included in your package?

1 2 3 4 5 N/A

13) What do you consider to be the overall quality of the content of the tour?

1 2 3 4 5 N/A

14) Did you go on any optional excursions? YES NO

If YES, please state which ones:

15) How would you rate the overall standard of the optional excursion(s)?

1 2 3 4 5 N/A

16) Please indicate (on the scale from -2 to +2 below) whether you think the amount of free time was right?

Too little -2 -1 Just right +1 +2 Too much

18) What did you think of the venues for the religious services?

1 2 3 4 5 N/A

19) Do you consider the tour to have been good value for money?

1 2 3 4 5 N/A

20) Please tell us any particular highlights of the tour for you?

21) And any low points ...?

22) Please add any further comments below (particularly if you felt you had to circle 1 or 5 / -2 or +2 in any of the above!).

Thank you for taking time to complete this form. If you would like details of next year's tours to be sent to you, please write your name, address and preferred destinations below:

Name: _____

Address: _____

Preferred destinations: _____