

jordan

Tour Feedback Form



Your passport to adventure

We trust that you've had a wonderful time with us in Jordan. We'd love to hear how you really felt about your tour, and completing this feedback form will help us to make our tours even better! Please seal your completed form in the envelope provided and give it to your guide or rep in Jordan at the end of the tour. Any suggested improvements or itinerary changes, and comments on the service you received are gratefully appreciated. We wish you a safe onward journey and look forward to welcoming you back on one of our other tours in the future.

Warm regards, *Ralph Foulds* Director, Encounters Travel

Tour Details

Tour Name: _____
 Arrival Date: _____
 Departure Date: _____
 Tour Guide: _____

Personal Details

Name: _____
 Age: _____
 Nationality: _____
 Email: _____

Booking your tour ...

How did you hear about Encounters Travel?

Who did you book your tour with? Directly with Encounters Travel Another Travel Agent

How was your experience of the UK team?

Knowledge, helpfulness and quality of service of your personal travel consultant

<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Comments</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Speed or replies from your personal travel consultant

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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Provision of information & documentation about your tour

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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Is there anything else you would have liked us to send you prior to your tour?

What did you like about our website?

While on tour ...

• How did you find the airport 'meet and greet' transfers to your hotel

<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Comments</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

The welcome meeting (on day 1) by your tour leader is intended to impart useful information to you. How did you find it?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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• How would you rate...

✓ the manner of your guide

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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✓ the practical & historical information given by your guide

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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✓ the manner and assistance of the local reps

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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• Did you find the overall organisation and pace of the tour

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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While on tour cont'd ...

We have used some of the best quality hotels for the level featured on your tour. What feedback do you have?

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Comments</i>
✓ Amman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
✓ Aqaba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
✓ Wadi Rum Beduin camp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
✓ Petra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Where appropriate, how would you rate the **part of your tour** that was spent in

✓ Rose City of Petra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
✓ Crusader castle at Kerak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
✓ Madaba's Roman mosaics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
✓ Roman site of Jerash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
✓ Aqaba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

How would you rate the **comfort & quality** of the transportation?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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How was the service provided by our drivers?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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Overall, in terms of value for money, how would you rate this tour ...

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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Overall, how did you enjoy your holiday?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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Final Questions!

What was the **highlight** of the journey? _____

Which part was the **least enjoyable**? _____

	<i>Definitely</i>	<i>Maybe</i>	<i>Probably Not</i>	<i>NO!</i>
Would you travel with Encounters Travel again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend Encounters Travel to your friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you like to find out about our other exciting tours throughout the rest of the world? Yes No

Keep up to date with special offers, amazing stories and emerging destinations with our newsletter?

Visitors Book ...

We'd love you to leave us a message about your experience with Encounters Travel (we may use this on our website or in advertising). You can also leave a review on our website when you get home.
