

Short Safari Client Feedback Form

As part of our on-going work to provide the best quality adventure holidays possible we would very much like to receive feedback about your experiences with us. Your comments are extremely valuable to us. We examine all points raised and discuss them with our staff and overseas agents. As part of our drive to minimise environmental impact, it is great if you can submit your feedback electronically.

Name: _____ **Trip Name and c. Dates** _____

Do you remember where you originally found out about us?

Please evaluate the following:

Your overall experience:

Excellent Good Satisfactory Poor

The comprehensiveness, clarity and accuracy of the information provided on our website and in your pre-arrival information pack

Excellent Good Satisfactory Poor

The booking processes:

Excellent Good Satisfactory Poor

Your guide's knowledge, cooperation and level of assistance:

Excellent Good Satisfactory Poor

The quality and quantity of the food (if appropriate)

Excellent Good Satisfactory Poor

Equipment you were provided with:

Excellent Good Satisfactory Poor

Was the equipment and clothing provided of suitable quality and quantity?

Excellent Good Satisfactory Poor

Trip safety:

Excellent Good Satisfactory Poor

This trip in terms of value for money:

Excellent Good Satisfactory Poor

Our guides are expected to excel in the following areas.

Please let us know how well they did by rating each of the following areas from 1 - 5.

(1 = lowest; 5 = highest)

1	2	3	4	5	
<input type="radio"/>	Communication skills				
<input type="radio"/>	Listening				
<input type="radio"/>	Enthusiasm / sense of fun and adventure				
<input type="radio"/>	Responsibility				
<input type="radio"/>	General quality of the guiding experience				
<input type="radio"/>	Organisation (w.r.t. juggling client, dogs & safari needs)				

(FYI They are trained to look after the dogs first and clients second and we make no apology for that. This rule exists since we believe that it is the best way of keeping everyone safe.)

<input type="radio"/>	Technical ability with equipment and dogs				
<input type="radio"/>	Flexibility and adaptability to the group's needs and wishes				
<input type="radio"/>	Conveying general knowledge of your route and the dogs				
<input type="radio"/>	Enabling you to get involved with the dogs to the degree wished				
<input type="radio"/>	Safety and hazard awareness (managing risks)				
<input type="radio"/>	Enabling you to have the kind of holiday experience you wanted				
<input type="radio"/>	Making you feel like a very special guest on a very special trip!				

How well did we fulfil our commitment to the safety and quality of care of the dogs:

Excellent Good Satisfactory Poor

How successfully are our philosophies on Responsible Travel implemented on this trip?

Excellent Good Satisfactory Poor

Did the routes you travelled along meet your expectations:

Excellent Good Satisfactory Poor

Are there any websites / places you would recommend that we advertise with?

Would you have liked us to challenge you to learn to splice dog lines or make necklines for the dogs in the evening or did you feel like you had enough to do and preferred to relax?

What was the highpoint of your trip?

What was the most challenging aspect of the trip for you (and was this negative or positive at the time and in retrospect?)

How happy are you with the overall experience and do you believe that it offered value for money?

What motivated you to take part in this journey and were your motivations met?

Was the pre-trip departure information a) sent through and b) helpful?

Do you believe that the fact that we support our trip with the snowmobiles detracted from your overall experience / made you feel safer etc?

What would be the top selling points of this trip from your perspective?

(NB: This is particularly interesting for us if you have also participated in journeys with other husky companies)

Please suggest ways in which our guides might improve their service to you

Vote for your favourite HH guide

Did your trip leader make your trip special? Did they go beyond the call of duty?

Most importantly did they send you home with a huge grin and long lasting memories... if the answer is YES then you need to vote for your leader in the HH Leader of the Year Awards.

Each year we receive a massive amount of wonderful feedback regarding our tour leaders and we like to acknowledge and recognise the amazing job that they do...