



TRAVEL • CREATIONS • LTD

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On behalf of the management and staff, we would like to extend to you a warm welcome to our home – East Africa.

We value your visit and we will do our utmost to ensure your comfort. May your experience in East Africa show you a small part of the beauty that our Mother Africa has to offer and may you leave with a passion equal to that of her people.

In order to improve on our services, we would appreciate if you take some time to give us feed back on the safari package. Please take a few minutes to complete this form. If you are completing a hard copy, you may leave it with our driver or drop it by our offices; or if you are completing a soft copy please send it to tours@travelcreations.biz

Visitors Name:

Purpose of visit - Business or Pleasure:

Address:

.....

Country of origin:

Company:.....

Guest History:

First Time Guest:

Repeat Guest:

If a first time guest, how did you know of our services?

Please tick your answers below:

1. HOTEL/LODGE ACCOMMODATION:

Please evaluate your accommodation in terms of:

Food: Good Excellent Poor

Comfort: Good Excellent Poor

Service: Good Excellent Poor

2. TOUR STAFF:

Guide's Name.....

His Knowledge.....

His Competence.....

Courtesy.....

TRANSFERS:

Please evaluate the transfers included in your tour on the basis of:

a. Timeliness Good Excellent Poor

b. Vehicle Condition Good Excellent Poor

c. Luggage Handling Good Excellent Poor

ITINERARY DESIGN:

Please evaluate the safari itinerary according to:

a. Overall itinerary planning Short Excellent Too long

b. Sight seeing Short Excellent Too long

c. Leisure Time Short Excellent Too long

d. Quality of game drives Short Excellent Too long

Would you recommend our service to your friends, YES or

NO? If no please explain why.....

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General Comments:.....

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Thank you

Yours sincerely

Customer Care Department
Travel Creations Ltd