



CUSTOMER SURVEY

ARE WE WILD?

ARE WE SEXY?

YOU TELL US...

OFFICE USE ONLY:-

RADICAL TRAVEL GROUP - CUSTOMER SURVEY

At Radical Travel we aim to provide the best possible experience for our customers. We are committed to remaining one of the world's leading youth travel operators and would like your feedback on whether we are meeting your expectations. Please take the time to assist us by filling out this questionnaire. Each one will be entered into a monthly prize draw to win a fabulous 3-Day Northern Rocker with our sister company Shamrock!!

SECTION ONE - A WEE BIT ABOUT YOU!

Name email*

Departure date (day/month/year) / /

Age: (please tick) 17-20 21-25 26-30 31-35 36-40 41+

Sex: Male Female

Nationality: State/Province:

1. Are you studying in the UK? Yes No

If yes, at which college/uni are you studying?

2. (a) Are you working in the UK? Yes No (If no, go to Q3)

(b) If yes, what type of visa do you have?:

Resident Working Holidaymaker Work Exchange Programme

Other, please specify

(c) What is your occupation?

- | | | | |
|--------------------------|--------------------------|-----------------------|--------------------------|
| Accountancy/Finance | <input type="checkbox"/> | Property | <input type="checkbox"/> |
| Charity | <input type="checkbox"/> | Recruitment | <input type="checkbox"/> |
| Construction | <input type="checkbox"/> | Sales/Marketing | <input type="checkbox"/> |
| Engineering/Trades | <input type="checkbox"/> | Social Work | <input type="checkbox"/> |
| Farming/Agriculture | <input type="checkbox"/> | Teaching | <input type="checkbox"/> |
| IT | <input type="checkbox"/> | Travel/Tourism | <input type="checkbox"/> |
| Legal | <input type="checkbox"/> | Hotel/Hospitality | <input type="checkbox"/> |
| Medical - Doctor/Dentist | <input type="checkbox"/> | Nanny/Childcare | <input type="checkbox"/> |
| Nursing/Carer | <input type="checkbox"/> | Other, please specify | |
| Office/Secretarial | <input type="checkbox"/> | <input type="text"/> | |

3. If currently residing in the UK which town/city do you live in?

4. How long are you travelling for? (Total trip duration away from home country)

0-3 months 4-6 months 7-12 months 1 year + Live Here

5. How many people are you travelling with? 0 1 2 3 4+

6. Which of the following publications do you read regularly? – (please tick all appropriate)

TNT Magazine (UK)	<input type="checkbox"/>	Break Magazine (USA)	<input type="checkbox"/>
Backpacker Mag (Ireland)	<input type="checkbox"/>	Student Traveler (USA)	<input type="checkbox"/>
What Ireland (UK & Ireland)	<input type="checkbox"/>	YHA Backpacker Essential (Aus)	<input type="checkbox"/>
LAM Magazine (UK)	<input type="checkbox"/>	Australian Times (UK)	<input type="checkbox"/>
In London Magazine (UK)	<input type="checkbox"/>	Backpax Mag (UK)	<input type="checkbox"/>
TNT Midweek (UK)	<input type="checkbox"/>	New Zealand News (UK)	<input type="checkbox"/>
Student Traveller (Can)	<input type="checkbox"/>	SA Times (UK)	<input type="checkbox"/>

Other, please specify

7. Which Guidebook are you travelling with? (Please tick the relevant box and add any additional information requested)

Lonely Planet (which version) _____

Rough Guide (which version) _____

Lets Go (which version) _____

None _____

8. Did you buy your guidebook: Overseas In the UK

9. (a) Did you buy your guidebook before you booked this tour? Yes No

(b) If yes, did this influence your decision to purchase this tour? Yes No

* Your email address will be kept on file and may be used in future to inform you of special offers & discounts on other Radical Travel Products. Your details **will not** be sold or passed on to any 3rd party. Please tick this box if you do not wish to receive such information.

10 (a) Have you ever travelled/do you intend to travel with any of the following tour companies and if so, how did you rate them? (please tick all that apply)

Company	Have travelled	Intend to travel	Very Poor	Poor	Average	Good	Excellent
Contiki	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Busabout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top Deck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road Trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shamrockers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paddywagon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tir na nog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mac Backpackers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wild in Scotland	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other, please specify</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>							

10 (b) Have you ever travelled/do you intend to travel (within 1 year) with any of the following airlines?

Company	Have travelled	Intend to travel
Ryan Air	<input type="checkbox"/>	<input type="checkbox"/>
BMI Baby	<input type="checkbox"/>	<input type="checkbox"/>
Aer Lingus	<input type="checkbox"/>	<input type="checkbox"/>
Easy Jet	<input type="checkbox"/>	<input type="checkbox"/>
British Midland	<input type="checkbox"/>	<input type="checkbox"/>
British Airways	<input type="checkbox"/>	<input type="checkbox"/>
Fly Globespan	<input type="checkbox"/>	<input type="checkbox"/>

11. How did you get to Edinburgh? (Please tick relevant box and add any additional details requested)

Rail (which company)_____	<input type="checkbox"/>	Coach (which company)_____	<input type="checkbox"/>
Air (which airline)_____	<input type="checkbox"/>	Rental Car (which company)_____	<input type="checkbox"/>
Own Car	<input type="checkbox"/>	Live Here	<input type="checkbox"/>

12 (a) During your time in the UK / Europe, what other short break destinations have you visited or do you intend to visit? (Visit duration 2 Days+ and not as part of an organised tour)

<u>Destination</u>	Have visited	Intend to visit	<u>Destination</u>	Have visited	Intend to visit
Paris	<input type="checkbox"/>	<input type="checkbox"/>	Barcelona	<input type="checkbox"/>	<input type="checkbox"/>
Edinburgh / Scotland	<input type="checkbox"/>	<input type="checkbox"/>	Munich	<input type="checkbox"/>	<input type="checkbox"/>
Amsterdam	<input type="checkbox"/>	<input type="checkbox"/>	Prague	<input type="checkbox"/>	<input type="checkbox"/>
Dublin / Ireland	<input type="checkbox"/>	<input type="checkbox"/>	Rome	<input type="checkbox"/>	<input type="checkbox"/>
Wales	<input type="checkbox"/>	<input type="checkbox"/>	Brussels	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other, please specify</i>			<i>Other, please specify</i>		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

12 (b) During your time in the UK / Europe, which festivals have you been to or do you intend to go to?

<u>Festival</u>	Have visited	Intend to visit	<u>Festival</u>	Have visited	Intend to visit
Glastonbury	<input type="checkbox"/>	<input type="checkbox"/>	Oktoberfest	<input type="checkbox"/>	<input type="checkbox"/>
Edinburgh Hogmanay	<input type="checkbox"/>	<input type="checkbox"/>	ANZAC Day, Turkey	<input type="checkbox"/>	<input type="checkbox"/>
Edinburgh Festival	<input type="checkbox"/>	<input type="checkbox"/>	T in the Park	<input type="checkbox"/>	<input type="checkbox"/>
Running of the Bulls	<input type="checkbox"/>	<input type="checkbox"/>	Reading	<input type="checkbox"/>	<input type="checkbox"/>
La Tomatina	<input type="checkbox"/>	<input type="checkbox"/>	Love Parade (Berlin)	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other, please specify</i>			<i>Other, please specify</i>		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 (a) How many days did you spend in Edinburgh before tour?

0 Days 1 Day 2 Days 3 Days 4 Days 5 Days+ Live here

13 (b) How many days do you intend to spend in Edinburgh after tour?

0 Days 1 Day 2 Days 3 Days 4 Days 5 Days+ Live here

14. What type of accommodation are you staying in before / after tour? (Please tick relevant box and add any additional details requested)

Hostel (*which one*) _____ With friends/family

Hotel (*which one*) _____ Own residence

B&B (*which one*) _____

SECTION TWO – PRE DEPARTURE

1. How did you hear about HAGGiS (please tick where appropriate and specify additional information requested)

Internet (<i>which site</i>) _____	<input type="checkbox"/>	Advert (<i>where</i>) _____	<input type="checkbox"/>
Guidebook (<i>which one</i>) _____	<input type="checkbox"/>	Word of mouth	<input type="checkbox"/>
Hostel (<i>which one</i>) _____	<input type="checkbox"/>	Other	<input type="checkbox"/>

2. What was the main factor that made you choose the tour? (*Please tick one*)

Destination (*go to Q3*) Reputation of Radical Travel Tour (*go to Q4*)

3. Which factor that most influenced your decision? (*Please tick one*)

Culture / History <input type="checkbox"/>	Visiting family / friends <input type="checkbox"/>	
Scenery <input type="checkbox"/>	Other, please specify <input type="checkbox"/>	

4. What made you choose Radical Travel over other options? (*Please rate how important each of the following factors were to you*)

	Not at all important	Not really important	Quite important	Very important	Extremely important
Never, ever cancelled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Great reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guaranteed local guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diverse overnight destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality hostels used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexy vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small group size	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Would you recommend Scotland as a Wild & Sexy destination to others?

Definitely Not	Not likely	Quite likely	Very likely	Definitely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If not, why?

6(a) If you've read a Radical Travel Brochure, where did you pick it up? (please tick where appropriate and specify additional info requested)

Travel Expo (which/where?) _____	<input type="checkbox"/>	Radical Travel Shop	<input type="checkbox"/>
Travel Agent (which/where?) _____	<input type="checkbox"/>	Requested via phone/email	<input type="checkbox"/>
Hostel (which/where?) _____	<input type="checkbox"/>	Haven't read one (got to Q7)	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>		

6(b) Did you find the brochure informative and easy to follow? Yes No

If no, what would you change?

7. Have you ever used the Radical Travel website? Yes No

8. (a) How did you book your HAGGiS tour? (Please tick where appropriate and specify additional info requested)

Travel Agent (which one?) _____	<input type="checkbox"/>	Radical Travel Shop	<input type="checkbox"/>
Hostel (which one?) _____	<input type="checkbox"/>	Radical Travel Web-Site	<input type="checkbox"/>
Friend booked for me	<input type="checkbox"/>	Telephone	<input type="checkbox"/>

8.(b) When booking your tour, how would you rate the performance of the staff you dealt with? (Please tick relevant box and add any additional comments in the box below)

	Very Poor	Poor	Average	Good	Excellent
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments

9. How would you rate the quality and accuracy of the information that you received on the following points, prior to departure (please tick relevant box and add any additional comments in the box below):

	Very Poor	Poor	Average	Good	Excellent
When & how to get to the departure point	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What to bring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terms & conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accommodation arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments

10. At Check-In, how would you rate the following areas? (please tick relevant box and add any additional comments in the box below):

	Very Poor	Poor	Average	Good	Excellent
General appearance of office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to check-in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments

SECTION THREE – ON TOUR EXPERIENCE

1. Who was your guide?

2. Prior to departure, were you fully briefed by your guide on our safety procedures (emergency exits, 1st Aid Kit, Fire Extinguishers, Seat Belts etc.)?

Yes

No

3. Prior to departure, did your guide explain the format of the tour (where you would be staying (*where applicable*), which route you would be taking, lunch arrangements etc.)?

Yes

No

4. Upon arrival at your accommodation (*where applicable*) in the evening, did your guide make you aware of what the arrangements would be for checking-in, dinner, breakfast and evening activities etc.?

Yes

No

5. Did your tour depart on-time as planned, each morning? Yes No

If not, why not?

6. Was your vehicle clean and presentable on each day of your tour?

Yes

No

7. Did your guide wear HAGGiS branded clothing at all times?

Always

Mostly

Never

8. How would you rate your guides performance in the following areas?

	Very Poor	Poor	Average	Good	Excellent
Organisational Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring your safety & comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness / Friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Historical Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to entertain group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments

9(a) From the list below, which attractions did you visit on tour and how would you rate them in terms of being a value for money and worthwhile experience?

	Very Poor	Poor	Average	Good	Excellent
Eilean Donan Castle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clansman Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loch Ness Boat Cruise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culloden Battlefield	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Famous Grouse Distillery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Glen Ord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other*: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other*: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other - Please write name and enter rating*

10. Did your guide mention that the Radical Travel Group also operate other tours throughout the UK & Ireland?

Yes

No

11.(a) During your tour, were you made aware of the availability of merchandise & itineraries?

Yes

No

(b) Do you intend to purchase any merchandise?

Yes

No

Possibly

12. During your tour, could you see any evidence of our commitment to protecting our environment?

Yes

No

If so, what?

13. Do you have any suggestions as to how we can minimise our impact on the environment further?

Suggestions

14. What factors contributed most to the overall enjoyment of your tour?

	Not at all important	Not really important	Quite important	Very important	Extremely important
Local Guides knowledge of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guides ability to keep the group entertained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accommodation / Overnights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle Comfort & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scenery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other factor not listed? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. To what extent would you say that your tour represented good value for money?

Very Poor Poor Average Good Excellent

If poor / very poor, why?

16. To what extent would you say that your tour met your expectations?

Fell Far Below Fell Slightly Below Met Slightly Exceeded Far Exceeded

If fell below, why?

17. Finally, how likely is it that you would recommend HAGGiS to others?

Definitely Not Not likely Quite likely Very likely Definitely

If not, why not?

Other General Comments

THANK YOU!

Many thanks for taking the time to complete this questionnaire. If you would like to expand on any of the points you have raised, please email us on <mailto:feedback@radicaltravel.com>; or write to 'The Reservations Manager', The Radical Travel Group, 60 High Street, The Royal Mile, Edinburgh, EH1 1TB. Thank you for choosing to travel with Radical.

Prize Draw eligibility: Only those over 18 and have fully completed the application form are eligible to enter prize draw. Promotion not available to employees of Radical Travel or affiliated companies. No cash alternative available, prizes are not transferable, standard terms & conditions apply. Unless otherwise stated, prizes do not include accommodation or food. Prize draws will take place on the last day of each month, and winners will be contacted via email within 1 week. Prize-winner names available from Radical Travel upon request.