Satisfaction survey

Thank you for participating in our « Programme Écotourisme ».
We would like to know how you feel about the experience you just lived. Your assistance is very important to us so we can continue to provide customers with great experiences and create nice memories.
Plese, fill in this survey and hand it back to your guide.

Date :

Name of the activity you just took part in :

1. Before the activity

- How did you hear about this activity ?

☐ local media
☐ Internet
☐ during another « Programme Écotourisme activity »
☐ word of mouth
☐ radio
☐ tourist office

- Why did you want to take part in this activity ? *(multiple choice)*

☐ I am fond of sustainable tourism
☐ recommendation of a friend
☐ other (please, tell us more below)
☐ affordable activity
☐ it was close to where I stay
☐ recreational activity
☐ convivial activity

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- **When you registered**, how did you feel about : (*please, tick only one item per line)*

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Welcome	☐	☐	☐	☐
Provided information	☐	☐	☐	☐

Any comment ?
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2. About your experience

- How would you mark this activity (with 1 meaning very dissatisfied and 10 meaning very satisfied) :

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

- Did your guide recommend you other activities in the « Programme Ecotourisme » at the end of your experience ?
  ☐ yes ☐ no
- If so, do you think you'll take part in another one during your stay ?
  ☐ yes ☐ no ☐ I don't know

- How did you feel about (*only one tick per line please) :*

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
your guide's welcome	☐	☐	☐	☐
your guide's enthousiasm / dynamism	☐	☐	☐	☐
your guide's adaptation tohis audience (if there were children for instance)				
the opportunity you had to ask questions, speak with your guide	☐	☐	☐	☐
the experience you just lived in general	☐	☐	☐	☐

3. About you

- What country are you from ? .....
- Did you participate :

☐ alone ☐ with my +1 ☐ with my family *(number of adults : ….. and children : ….)*
☐ with friends ☐ school group *(number of adults : ….. and children : ….)*
☐ other (please, tell us more below)

- Your age :

☐ 18-24 ☐ 25-34 ☐ 35-49 ☐ 50-64 ☐ 65+

- Any comment ?

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Thank you for your time and help !

Give us your e-mail address if you would like to keep in touch with us to get regular information about tourism in our region !