



Welcome to the Alpine Region. On behalf of the team at Bright Holidays we hope that your time with us has not only met your expectations but exceeded them.

To help us make your next stay with Bright Holidays even more enjoyable we are anxious to receive your feedback about our service. Please complete this questionnaire and return with your key upon departure. Of if you wish, you are welcome to post this back to us to the attention of: Bright Holidays, Dickens Real Estate, 20 Ireland Street, Bright, VIC 3741.

1. If you do NOT want your comments to appear on our website please tick the box. (first names will only be used)

No

2. When did you make your booking to stay with us?

On the Day of Arrival The Day before my arrival Last Week
 Last Month More than a month ago

3. Through whom did you make your accommodation reservation?

(Please mark one only)

No advance booking, just arrived Bright Holidays website
 Motoring body booking (e.g. RACV) Bright Holidays by telephone
 Tourism Victoria/Visitor Centre Bright Holidays brochure
 Another website *(Please specify)* _____

4. What is the MAIN reason you are now travelling? (Please mark one only)

Domestic Holiday Special occasion
 International Holiday Attending an event/function
 Business Visiting friends/relatives
 Attending a conference Other _____

5. What is your method of transport?

Car Bike Bus

6. Is this your first visit to Bright?

Yes No

7. Have you stayed at a Bright Holiday Rental property before?

Yes *(Please specify property)* _____ No

8. Which ONE factor most influenced you to stay at one of our properties?

Previous experience Reputation
 Road signs Price
 Outside appearance of booking agency/property Advertising
 Recommended by friends/family Website
 Other

9. Do you believe you received value for money?

Yes No *(If you have marked no please explain why?)*

10. What is your age group?

Under 20 years 20-25 years 26-30 years 31-35 years
 36-45 years 46-60 years Over 60 years

10. We appreciate your comments and thoughts about your stay at this property. Let us know by ticking the appropriate box how the services and facilities measured against your expectations.

BOOKING SERVICE	Exceeded	Met	Below
Efficiency of Reservation process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welcome on arrival	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency of check out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HOUSEKEEPING	Exceeded	Met	Below
Cleanliness of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property and Area information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Décor and fixtures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grounds and outdoor facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall standard of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Were all items in your property in working order?

Yes No

Please note any maintenance items requiring attention.

12. Would you prefer to stay at a property with linen supplied?

Yes No

13. Would you recommend Bright Holidays to a friend?

Yes No

14. Overall how would you rate the quality of your experience?

Exceeded Expectations Met Expectations Below Expectations

If you have marked below expectations please explain why:

15. If you wish to make any additional comments, please do so below:

We thank you for your time and feedback, it is much appreciated.

Name of Property you stayed in: _____

Date of stay: _____

Name (optional): _____

Email: _____ Tel: _____