



TRIP EVALUATION SHEET

Please comment on the following aspects of your trip and grade each as Excellent, Very Good, Good, Average or Needs Improvement. We are interested in things that worked particularly well and things than can be improved for next time!

Name Bev Cheal

School Blakehurst High School

Air Travel

E VG G A NI

Excellent on Thai Airways -service on Thai is always good and the food was also quite good, especially on the outgoing trip. Every flight left on time
Olympic Airways is an extremely average airline. They have very little in the way of service during flights which are fortunately very short. I was annoyed to discover they had cancelled the flight from Mykonos without notice. Except for the smart work of you people at Passport Travel we would have missed our connecting flight to Turkey.
Aegean airlines flights were average but more reliable than Olympic..

Land Travel

E VG G A NI

The pick up from Athens Airport was early and delivered us quickly to our hotel = excellent.

The coach for the mainland tour was fine but the driver was rude and unpleasant.

However, he was a very accomplished driver, which is what counts. The coach was appropriate for the number of travellers. – **good**

All transfers on the islands were excellent and we were met by local representatives. The exception was Mykonos where the hotel transfer van was used. It was too small and the driver was late on the day of our departure at 6AM. – **not impressed**

Accommodation

E VG G A NI

Hotel/Hostel Comment

1. Athens The staff were not at all helpful and often provided inadequate information to me. They also made an unnecessary amount of fuss when we booked in. –**average**

Every other hotel we had was excellent and we made great use of the swimming pools. They were all situated close to the towns if not right in the middle so we were always able to go wherever we wanted. This was particularly good for our group as we have a variety of travelers who do not all want to do the same activities - **excellent**

Meals

E VG G A NI

 The meals at the Athens hotel were not particularly appetising as the dinners were brought in from somewhere else – they were not cooked on the hotel. Breakfast was OK – **average**. All the rest of the meals were very good. The 2 places which stand out are IL Volcano restaurant in Santorini where we had 4 courses each night and the hotel in Mykonos where we had 5 courses. The hotel in Crete also had 5 courses but some of the food was not to our taste. However, on our request, they did provided a birthday cake for one of our companions who was celebrating a birthday.– **excellent**.

Homestay

E VG G A NI

_____ N/A _____

Guided Tours/Visits

E VG G A NI

___The guide we had on the mainland was most knowledgeable___and she made sure we saw everyting possible at the ancient sites. The tour of Knossos was excellent – the guide gave us some handy hints about what to do in Heraklion after the tour. - **excellent**___

Pre-Tour Organisation

E VG G A NI

___Apart form the period when there was considerable change of personnel in your office the organisation from your company was first rate. Giuseppe was a most knowledgeable and patient person to deal with. He always responded to my queries, which I greatly appreciated. Financial ddealings were also most efficient. The only problem was whether entry fees had been included. It would have been better if they were as they cost quite a ot and people prefer to pay in advance rather than during the tour. – **very good**

Additional Comments:

___This was a wonderful tour, most appreciated by all the participants. They could not believ the quality of the hotels and the meals and the service of local representatives. I did need vouchers for 2 of the hotels on the islands so it might be a good idea to always supple them in the future. My travelling companions are eager for another trip some time in the future.

Thanks for everything.

I am happy for Passport Travel to use my comments in promotional material Yes ^{Y N}

Thank you for taking the time to fill out our form and we look forward to working with you again in the future!