

# Survey (Suvi Rikkilä)

Departure date: 2019-08-10

Destination: Jordan - Petra Wadi Rum Trail Ride

| Question  | Reply     | Comments   |
|---|-----------|--|
| How were you received upon arrival?   | Very well | No need to take care of anything by myself, everything organized very well |
| How was the accommodation compared to your expectations?                      | Very good | According to my expectations, very nice hotels and camping                 |
| How was the food that was included in the price?                              | Very good | Hotel food ok, food that was cooked for us during the ride was amazing     |
| What did you think of the riding quality?                                     | Very good | Loong canters, best gallops ever, high quality horses                      |
| What did you think of the quality of the horses?                              | Very good | Well taken care of, very fit, responsive and kind                          |
| How did you get taken care of during your stay?                               | Very well | Amazing, nice, helpful staff always smile on their faces                   |
| What is your general impression of the holiday?                               | Very good | Best holiday ever for me   |
| What did you think of the information on HorseXplore's website?               | Very good | Accurate, clients know what to expect                                      |
| How did you experience the contact with HorseXplore?                          | Very good |  |
| Would you like to travel with HorseXplore again?                              | Yes       |  |
| I confirm that HorseXplore is allowed to publish my opinions on their website | Yes       |  |

# Survey (Julie Kristine Rasmussen)

Departure date: 2019-02-16

Destination: Jordan - Petra Wadi Rum Trail Ride

| Question  | Reply     | Comments   |
|---|-----------|--|
| How were you received upon arrival?   | Well      | We had to wait for 1.5 hours at the airport, but the guys that helps us were really kind.        |
| How was the accommodation compared to your expectations?                      | Good      | Okay, but remember to bring warm clothes.  |
| How was the food that was included in the price?                              | Very good | The food we got in the desert was extraordinary! However, the hotel food could be better.        |
| What did you think of the riding quality?                                     | Very good |  |
| What did you think of the quality of the horses?                              | Very good | Really nice and happy horses!  |
| How did you get taken care of during your stay?                               | Very well | Our guide and his crew were wonderful!   |
| What is your general impression of the holiday?                               | Very good | Beautiful scenery, really nice people, happy and lovely horses, and the best gallops I ever had! |
| What did you think of the information on HorseXplore's website?               | Good      | Could be more specific for each month.   |
| How did you experience the contact with HorseXplore?                          | Good      |  |
| Would you like to travel with HorseXplore again?                              | Yes       |  |
| I confirm that HorseXplore is allowed to publish my opinions on their website | Yes       |  |

# Survey (Isaac Tan)

Departure date: 2016-12-17

Destination: Jordan - Petra Wadi Rum Trail Ride

| Question  | Reply     | Comments   |
|---|-----------|--|
| How were you received upon arrival?   | Very well |  |
| How was the accommodation compared to your expectations?  | Good      |  |
| How was the food that was included in the price?  | Very good |  |
| What did you think of the riding quality?   | Very good |  |
| What did you think of the quality of the horses?  | Very good | The horses seemed well tended to.  |
| How did you get taken care of during your stay?   | Very well |  |
| What is your general impression of the holiday?   | Very good | But any participants should understand that they are camping not glamping... Luxury camping  |
| What did you think of the information on HorseXplore's website?   | Very good | It should be described if we should tip the guide or not and by how much. It was kind of awkward when the other participants from other agencies had tips prepared and I had not.  |
| How did you experience the contact with HorseXplore?  | Very good | Very prompt and responsive.  |
| Would you like to travel with HorseXplore again?  | Yes       | I am coming up to my third holiday where there is that discount. And you guys seem to be have the least fuss and your website gives a pretty good idea of what the trips are like. |
| I confirm that HorseXplore is allowed to publish my opinions on their website                           | Yes       |  |
| I agree that my contact information can be given out if anyone wants to contact me regarding my holiday | Yes       |  |