

# Survey (Pia Otte)

Departure date: 2018-11-15

Destination: Australia, New South Wales - Country and Beach

Question	Reply	Comments
How were you received upon arrival?	Very well	Kathy came even to the hotel where I was staying to pick me up! So I did not have to pay for the taxi to the airport. Excellent customer service!
How was the accommodation compared to your expectations?	Very good	I had my own room and bathroom. Everything was very spacious also with the nice common area in the living room to sit together with the group in the evenings.
How was the food that was included in the price?	Very good	Excellent two course dinners prepared by Kathy!
What did you think of the riding quality?	Very good	The trails were amazing and the best way to get to know the Australian landscape. We encountered wallabies and dolphins at the beach. The galloping at the beach was my favorite day!
What did you think of the quality of the horses?	Very good	The horses are very well kept and Kathy knows them all very well. They are safe and go forward. Kathy also provides the option to ride on different horses so that the horses can get some rest in between.
How did you get taken care of during your stay?	Very well	Kathy always checked on us whether we are fine. Since I had to travel further to NZ from Australia she even helped me with the laundry so I could wash my riding trouser to avoid problems at the border control.
What is your general impression of the holiday?	Very good	This was an amazing riding holiday that exceeded all my expectations! I hope I can come back and do it again in some years!
What did you think of the information on HorseXplore's website?	Very good	very detailed descriptions. I knew what I had 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	
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