

Survey (Heini Kallio)

Departure date: 2019-05-25

Destination: Bulgaria - Trail Ride Over the Balkan Mountains

Question	Reply	Comments
How were you received upon arrival?	Well	The pickup was on time and easy to find. Though, the 2 people picking us up did not introduce themselves and told nothing about the trip, for example how long it would take to drive to the stables and what the schedule of the day there would look like.
How was the accommodation compared to your expectations?	Very good	The accommodation is well described on the webpage and in some locations even better than I expected from the description. The accommodation varies from modern hotel with wifi to very simple house on the mountain. At all locations, we had rooms shared with 1 other person and own or shared bathroom with 2 rooms.
How was the food that was included in the price?	Very good	The price included breakfast, lunch and dinner. Lunch and dinner always included at least appetizer, main course and dessert. One day we carried lunch with us and had a picnic, but other days we ate in restaurants or home kitchens. There were always a lot of food to eat and also diet was well taken care of.
What did you think of the riding quality?	Very good	The ride was very nice with very pretty views. It was a pretty slow ride climbing up and down mountains, but there were some possibilities for fast gallop too. The whole group was quite experienced, but I would say that intermediate riding skills are good enough. Sometimes we climbed up or down very steep paths, so some outdoor riding experience is required.
What did you think of the quality of the horses?	Very good	There were different kind and size of horses and they were all a good match for their riders. All the horses were very good taken care of.
How did you get taken care of during your stay?	Very well	Our guide Alex was very good! Always making sure everybody had everything they needed and knew a lot about nature and told us about Bulgaria.
What is your general impression of the holiday?	Very good	

What did you think of the information on HorseXplore's website?	Very good	
How did you experience the contact with HorseXplore?	Very good	I always got good answers very quickly.
Would you like to travel with HorseXplore again?	Yes	
I confirm that HorseXplore is allowed to publish my opinions on their website	Yes	