

Survey (Anna-Katriina Valkama)

Departure date: 16/03/2019

Destination: South Africa, Waterberg - Ranch Stay with Safari, 7 nights

Question	Reply	Comments
How were you received upon arrival?	Very well	After landing we rushed to get to our meeting point in time and after meeting with our friendly and polite driver, he gave us enough time to go freshen up. Once in the car he provided us with waterbottles. At the ranch we were warmly greeted by the manager, Kirsty,, with whom we had welcome drinks and she told us the basics of what when and where and showed us to our rooms. Felt very welcome!
How was the accommodation compared to your expectations?	Very good	The rooms were beautifully decorated in African style. Spacious, clean, comfortable. Way beyond my expectations!
How was the food that was included in the price?	Very good	The cooks clearly took pride in their job and the meals were delicious. All the meals, starting from breakfast, were presented nicely.
What did you think of the riding quality?	Very good	The riding was the best ever! Beautiful walks over different terrain, lots of fun bushwacking, loooong amazing canters. Morning rides of 3-4 hours and in the evening 2-3 hours was just perfect. The rides were very well planned ahead or then we were just lucky; we never rode the same trails during our one week stay. Riding in the middle of heards of wildlife was just amazing!
What did you think of the quality of the horses?	Very good	The horses were turned out together so there was no pecking order issues when riding. All looked very well taken care of and loved. I rode 6 different horses during my stay and each one of them were good rides. The match making was a success. The guides really listened to your wishes. I could not really pick a my favorite, they were all so nice.
How did you get taken care of during your stay?	Very well	Kirsty and the rest of the staff attended to every wish. Even though I saw how busy everyone was, they were always very helpful in every aspect.

What is your general impression of the holiday?	Very good	This was the best riding holiday I ve been on and I ve been on many!
What did you think of the information on HorseXplore's website?	Very good	I would advice to bring a little local currency. There was an opportunity to buy souvenirs along the roadside and at the ranch by local people. Also for tipping the drivers etc.
How did you experience the contact with HorseXplore?	Very good	
Would you like to travel with HorseXplore again?	Yes	I have traveled with HorseXplore before and already have two future holidays booked with HE. I can expect a certain standard and quality of the holiday that is with HorseXplore.
I confirm that HorseXplore is allowed to publish my opinions on their website	Yes	

Survey (Susan Foley)

Departure date: 2019-01-25

Destination: South Africa - Botswana, African Explorer

Question	Reply	Comments
How were you received upon arrival?	Very well	
How was the accommodation compared to your expectations?	Very 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	
How did you get taken care of during your stay?	Very well	
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	
Would you like to travel with HorseXplore again?	Yes	
I confirm that HorseXplore is allowed to publish my opinions on their website	Yes	