

If you are a Group Organiser, or a member of a special interest organisation, who has a group of at least 15 people interested in a specially tailored group tour, please contact us with your details. We would love to hear from you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact Tel. No. \_\_\_\_\_ e-mail: \_\_\_\_\_

Name and details about your group/holiday request: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### The Arena Experience

Arena Travel is dedicated to helping you find the holiday that's right for you. With almost 40 years' experience in providing top quality tours in a wide range of special interest areas, Arena Travel is genuinely 'passionate about your passions'.

So whether your passion is for Fine Arts & Antiques, Patchwork & Quilting, the music of Elvis or Queen, playing Bridge, Art & Architecture, History, Literature, or Food & Drink (including chocolate!), or gardens you'll find plenty to tempt you.

*To request a brochure please fill in your details below, indicating which brochure you would like to order.*

Please send ME a copy of the following brochure/s \_\_\_\_\_

\_\_\_\_\_

Please sign me up to receive Arena Travel Newsletters with all the latest news

e-mail: \_\_\_\_\_

If you know anybody who you would like us to send a brochure to, please fill in their details below.

Please send MY FRIEND a copy of the following brochure/s \_\_\_\_\_

Their Name: \_\_\_\_\_

Their Address: \_\_\_\_\_

Their Post Code \_\_\_\_\_

Please sign my friend up to receive Arena Travel Newsletters with all the latest news

Their e-mail Address: \_\_\_\_\_

### Contact us:

Call us on: **01473 660800**

Opening hours: Monday – Friday 9.00am-5.30pm

Our friendly team will be happy to answer your queries, check availability and make your booking.



# How did we do?

Your opinion really does matter to us.

We strive to maintain the highest standards in all aspects of our holidays and events. However, we can only make things better if you share your thoughts and experiences with us. So to help us improve your future holidays, all we need is a few minutes of your time to complete this questionnaire, then return it to us at the Freepost address below.

You can download additional forms from the Download Centre on our website if you need another copy. We then promise to read every single form we receive and work towards improving our products.



[www.arenatravel.com](http://www.arenatravel.com)

Holiday Title \_\_\_\_\_

Dep. Date \_\_\_\_\_

Your Name \_\_\_\_\_

e-mail address \_\_\_\_\_

Should you not wish to receive any future holiday offers please tick  Post  e-mail

We want to fulfill your expectations so please tell us what you thought of your holiday by ticking the appropriate boxes. Thank you.

Excellent  Good  Acceptable  Poor

How did you rate your holiday overall?

Our brochure/web information

Administration of booking

Pre-holiday information received

How did you rate your journey?

Airline

Rail/Eurostar

Coaches on tour

Coach drivers on tour

How did you rate your accommodation?

Enter name of hotel

1st Hotel:

Bedroom comfort

Location

Hotel Overall

2nd Hotel:

Bedroom comfort

Location

Hotel Overall

3rd Hotel:

Bedroom comfort

Location

Hotel Overall

Cruise Ship:

Cabin comfort

Ship facilities & entertainment

Public Areas

How did you rate your excursions? (if applicable)

Enjoyment & interest

Value for money

How did you rate your Tour Manager?

Organisation skills

Helpfulness and friendliness

Tour Manager Overall

Excellent  Good  Acceptable  Poor

How did you rate our expert? (if applicable)

Knowledge

Helpfulness and friendliness

Expert Overall

Have you travelled with Arena Travel before?  Yes  No

What attracted you to this particular holiday?

What, in your opinion, was the highlight of the holiday?

Do you have any suggestions for destinations/special interest visits that you would like us to consider?

How you rate our website for:

Excellent

Good

Acceptable

Poor

Ease of use

Information provided

Suggestions for additions to our website

In the future, would you like the option to pay for your holiday on-line?

Yes

No

No Opinion

Other Comments: