



Satisfaction Survey (march, april, may, june, september)

The camping staff from the Abri de Camargue is pleased to welcome you and wishes you a nice stay. In order to improve our services and your comfort, we would like to know your opinion about our campsite. We would be grateful if you filled in this form before your departure, and left it in the box at the reception desk. Your anonymity is respected but if you want, you can leave your name and address in order to receive an individual answer

A.YOUR ARRIVAL AND YOUR RECEPTION AT THE CAMPSITE

1.Date of arrival |__|_|_|_|_|

2.Date of departure |__|_|_|_|_|

3.Do you come at the campsite Abri de Camargue...

1. For the first time
 2. Sometimes
 3. Every year

4.Why did you choose our campsite for your holidays?

1. For its situation
 2. Recommendation by someone else
 3. For its activities(swimming pool,entertainment)
 4. For the nice reception at arrival

5.We renovated the reception, what do you think about?

6.Are you satisfied with our website?

1. Yes 2. No

7.Your remarks

8.Did the reception staff meet your expectations (kindness, availability, information, prepared to listen...)?

1. Yes 2. No

9.Your remarks

10.We set up a phone permanence, what do you think about (waiting time before answer, quality of the information given...)?

B.YOUR OPINION ABOUT...THE SURROUNDINGS AND THE MAINTENANCE

11.Are you satisfied with the landscape and the maintenance of the campsite (trees, plantation...)?

1. Satisfied 2. Unsatisfied

12.If you used the sanitary block, were you satisfied with the cleanliness?

1. Yes 2. No



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13.If not, why?

14.If you used the swimming pools, were you satisfied with the cleanliness?

1. Yes 2. No

15.If not, why?

C.YOUR OPINION ABOUT...YOUR ACCOMODATION?

16.What type of housing did you choose?

- 1. MOBIL HOME MEDITERRANEEN 4 persons
- 2. MOBIL HOME MEDITERRANEEN 4-6 persons
- 3. MOBIL HOME CAMARGUAIS 4-6 persons
- 4. PITCH

17.We installed covered terraces on the Mobile homes Méditerranéen 4/6 people, do you appreciate this new service?

1. Yes 2. No

18.Were you satisfied with its comfort ?

1. Yes 2. No

19.Were you satisfied with the cleanliness at your arrival ?

1. Yes 2. No

20.Were you satisfied with the cleanliness of your pitch ?

1. Yes 2. No

D.YOUR OPINION ABOUT THE LEISURE? ENTERTAINMENT AND SERVICES ON THE CAMPSITE

21.Are you satisfied with the playground for children, multisports area, fitness area?

1. Yes 2. No

22.Your suggestions :

23.And with the "boules" area and the barbecue?

1. Yes 2. No

24.Your suggestions :



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E. IF YOU WENT TO THE CAMPSITE'S GROCERY STORE OR RESTAURANT, were you satisfied with...

25. We renovated the restaurant and the grocery store. Thank you for giving us your opinion :

26. Were you satisfied with the welcome?

1. Yes 2. No

27. The products ?

1. Yes 2. No

28. The service?

1. Yes 2. No

29. The meal's quality ?

1. Yes 2. No

30. The quality of the takeaway?

1. Yes 2. No

31. Your suggestions :

During low season we propose the Mediterranean Package which includes accommodation and activities. Would you be interested by a package even more complete and which includes meals?

32. Would you be interested in a package with half board:

1. Yes 2. No

33. Would you be interested in a package with full board:

1. Yes 2. No

34. Our Mediterranean Package includes a 2 hour horse ride through the Camargue and a four-wheel safari trip of half a day. What other type of activities would interest you (Please indicate the order of preference)?

- 1. Walking along the beach
- 2. Visit a typical Camarguese Farm (bulls)
- 3. Cultural activities (Salins du Midi, Aigues Mortes, Seaquarium,...)
- 4. Thalasso
- 5. Sport (sailing, tennis, cycling,...)

35. Other :



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F.FINALY

36. Is it your first stay in a campsite?

1. Yes 2. No

37. Are you satisfied with your stay at the campsite Abri de Camargue?

1. Satisfied 2. Unsatisfied

38. Do you intend to come back to the campsite Abri de Camargue?

1. Yes 2. No

39. If not, why ?

40. What new structures or new equipment would you like to find on the campsite?

G.LET'S TALK ABOUT YOU...

41. How old are you ?

1. Less than 30 2. Between 30 and 50 3. More than 50

42. If you came with children, how old are they?

1. Less than 6 2. Between 7&12 3. Between 13 & 17 4. More than 18

43. From which country do you come?

44. What is your profession?

1. Employee 2. Executive 3. Craftsman 4. Retired 5. Other

45. Your personal comments and suggestions?

46. If you wish to receive a personalized answer, please leave us your complete address:

47. If you would like us to send a brochure to your relatives, friends,...please leave us their address:

48. If you would like to receive next year's brochure, please leave us your complete address:

49. You can now directly receive it in your mailbox: news, last minute offers...

E-mail: 1. Yes, I would like to register

50. Finally you can join us on the bulletin board of the camping's website and tell us the best moments of your holidays!