



Add: 2nd Floor, 103 Nguyen Truong To - Ba Dinh - Hanoi - Vietnam  
Tel: (84 4) 37153977  
Fax: (84 4) 37153978  
Email: sales@travelsense.asia  
Website: http://www.travelsense.asia

## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: KENT REASAN Nationality: AUSTRALIAN

Email address:

Your Age: ☒ 18-25 ☐ 26-35 ☐ 36-45 ☐ 46+

Trip name: VIETNAM HIGHLIGHTS Start date: 23/10/14

Did the trip match your expectations? 5 (4) 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 (4) 3 2 1

Highlights of your trip: HOT SPRINGS AND EXPERIENCING TIME  
IN LOCAL VILLAGES

What do you enjoy least: TRAVEL TIMES AND TRAFFIC

Comments on your experience:

### TOUR GUIDE

Rating of your guide's language skills 5 (4) 3 2 1

Rating of your guide's knowledge: (5) 4 3 2 1

Rating of your guide's organizing skills: (5) 4 3 2 1

Rating of your guide's approachability: (5) 4 3 2 1

Rating of your guide's overall: (5) 4 3 2 1

Comments on your guide:

VERY FRIENDLY AND ACCOMMODATING GUIDE  
WHO WENT OUT OF HIS WAY TO MAKE SURE  
WE ENJOYED OURSELVES. EXTREMELY HAPPY

#### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	3	4	3	2	1
Included meals rating	3	4	3	2	1
Vehicle rating	3	4	3	2	1
Driver rating	5	4	3	2	1

#### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☐ Excellent

☒ Very good

☐ Good

☐ Average

#### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

ALL ASPECTS OF OUR TRAVEL WERE ENJOYABLE  
HOWEVER HALONG BAY WAS SOMEWHAT  
DISSAPPOINTING AS WE HAD LIMITED TIME TO  
RELAX AND THE ITINERARY WAS QUITE  
BUSY.

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date

29/10/14.

Your signature





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*Trip code:*

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### TRIP INFORMATION

Full name: Tyler Bryan Nationality: American

Email address: [REDACTED]

Your Age: ☐ 18-25 ☐ 26-35 ☐ 36-45 ☒ 46+

Trip name: Church of St. Mark Start date: 8/10

Did the trip match your expectations? 

5	4	3	2	1
Excellent	Very good	Good	OK	Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 

5	4	3	2	1
---	---	---	---	---

Highlights of your trip: .....

What do you enjoy least: Traffic

Comments on your experience: Good experience

### TOUR GUIDE

Rating of your guide's language skills: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's knowledge: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's organizing skills: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's approachability: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's overall: 

5	4	3	2	1
---	---	---	---	---

Comments on your guide: .....

Well informed in all the necessary areas of the town. 4 for his organizing because of the group was split up over several floors at the hotel. (maybe not his fault)



**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Better communications beforehand.  
Bathrooms were too high for seniors.  
Irons were not available. Wake up calls  
not consistent.

Generally everything was excellent

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date

11/10/14

Your signature







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### TRIP INFORMATION

Full name: Diana Exton Nationality: Australian

Email address: .....

Your Age: ☐ 18 - 25 ☒ 26 - 35 ☐ 36 - 45 ☐ 46+

Trip name: ..... Start date: 15-12-14

Did the trip match your expectations?

5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience:

5 4 3 2 1

Highlights of your trip: Street Food tour, getting to see the countryside

What do you enjoy least: NA

Comments on your experience: Very enjoyable looking forward to the next

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: It's been a pleasure to meet Lang and see his Hanoi. We honestly think we had seen Hanoi as that we would not have been able to see without his help.

### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

It's been our easiest approach to our holiday - all the planning / organising has been already done and we have enjoyed also the flexibility that is offered to us.

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Will recommend family & friends thanks a lot for the holiday + the region

Thank you very much for spending your precious time to fill in this form.

Date 17 Dec 14.

Your signature





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## Feedback Form

*Trip code:*

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### TRIP INFORMATION

Full name: David Scott Nationality: USA  
Email address: .....  
Your Age: ☐ 18 - 25 ☒ 26 - 35 ☐ 36 - 45 ☐ 46+  
Trip name: Essential N. Vietnam Start date: 30 Nov  
Did the trip match your expectations? (5) 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: (5) 4 3 2 1  
Highlights of your trip: Enjoying the local culture  
.....  
What do you enjoy least: .....  
Comments on your experience: .....

### TOUR GUIDE

Rating of your guide's language skills (5) 4 3 2 1  
Rating of your guide's knowledge: (5) 4 3 2 1  
Rating of your guide's organizing skills: (5) 4 3 2 1  
Rating of your guide's approachability: (5) 4 3 2 1  
Rating of your guide's overall: (5) 4 3 2 1  
Comments on your guide: Very personable  
.....  
.....



Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

☒ Excellent

☐ Good

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Yes ☒

No ☐

1 Dec 2014

De 25

1512- Diana - R-P



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## Feedback Form

Trip code: \_\_\_\_\_

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: JARED ETON Nationality: AUSTRALIAN

Email address: \_\_\_\_\_

Your Age: ☐ 18 - 25 ☒ 26 - 35 ☐ 36 - 45 ☐ 46+

Trip name: \_\_\_\_\_ Start date: 15/12/14

Did the trip match your expectations?      5      4      3      2      1  
   Excellent   Very good   Good   OK   Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience:      5      4      3      2      1

Highlights of your trip: SAPA TREKING

What do you enjoy least: BOAT RIDE

Comments on your experience: BOAT RIDE IN SMALL ON WATER  
AND NOT VERY EXCITING

### TOUR GUIDE

Rating of your guide's language skills      5      4      3      2      1

Rating of your guide's knowledge:      5      4      3      2      1

Rating of your guide's organizing skills:      5      4      3      2      1

Rating of your guide's approachability:      5      4      3      2      1

Rating of your guide's overall:      5      4      3      2      1

Comments on your guide: \_\_\_\_\_

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

How would you rate the overall service provided by Travel Sense Asia?

Average

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

[illegible]

.....

.....

.....

.....

.....

Date \_\_\_\_\_

21 DECEMBER 2014

Your signature \_\_\_\_\_







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*Hai Nguyen*

## Feedback Form

Trip code:

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### TRIP INFORMATION

Full name: Tom Linder + Kate Bull Nationality: Australian

Email address: \_\_\_\_\_

Your Age: 18-25 ☐ 26-35 ☒ 36-45 ☐ 46+ ☐

Trip name: 3 day / 2 night Sapa tour Start date: 9th Nov 2014

Did the trip match your expectations?

☒ 4 Excellent ☐ 3 Very good ☐ 2 Good ☐ 1 OK ☐ 0 Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Highlights of your trip: Walk through bamboo forest, Hai's local knowledge of the area + Dragon mountain.

What do you enjoy least: Train trip

Comments on your experience: Our guide (Hai) + driver (Hoa) were excellent + made our trip very memorable.

### TOUR GUIDE

Rating of your guide's language skills: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's knowledge: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's organizing skills: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's approachability: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's overall: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Comments on your guide:

Hai was very approachable + made us feel welcome from the start. Thanks Hai - you're awesome!

### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	4	3	2
Included meals rating	4	4	3	2
Vehicle rating	5	4	3	2
Driver rating	5	4	3	2

GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia?

✓Excellent      ☐ Very good      ☒ Good      Average

PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Thank you very much for spending your precious time to fill in this form.

Date 11th Nov 2014

**Your signature**

*[Handwritten signature]*



Khánh

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### TRIP INFORMATION

Full name: DANILA FOTIA Nationality: ITALY

Email address: \_\_\_\_\_

Your Age: 18 - 25 ☐ 26 - 35 ☒ 36 - 45 ☐ 46+ ☐

Trip name: \_\_\_\_\_ Start date: \_\_\_\_\_

Did the trip match your expectations?

☒ 4    ☐ 3    ☐ 2    ☐ 1  
Excellent    Very good    Good    OK    Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: ☒ 4    ☐ 3    ☐ 2    ☐ 1

Highlights of your trip: BAC - HA MARKET, WALKING  
BOAT TRIP IN THE RIVER (NOT INCLUDED), HOME STAY

What do you enjoy least: SPA TOWN

Comments on your experience: THE FAMILY WAS KIND, BUT WE  
WOULD LIKE TO GET MORE IN TOUCH WITH THEM.

### TOUR GUIDE

Rating of your guide's language skills: ☒ 4    ☐ 3    ☐ 2    ☐ 1

Rating of your guide's knowledge: ☒ 4    ☐ 3    ☐ 2    ☐ 1

Rating of your guide's organizing skills: ☒ 4    ☐ 3    ☐ 2    ☐ 1

Rating of your guide's approachability: ☒ 4    ☐ 3    ☐ 2    ☐ 1

Rating of your guide's overall: ☒ 4    ☐ 3    ☐ 2    ☐ 1

Comments on your guide: HE, FRIENDLY, AND PERFECT ENGLISH,  
AND HE ANSWER TO ALL OUR QUESTIONS  
AND NECESSITY.





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12-23

## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Sharon Ferris Nationality Australian

Email address:

Your Age: 18-25 26-35 36-45 46+

Trip name: Start date:

Did the trip match your expectations? 5 4 3 2 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Rating of your trip:

What do you enjoy least: lunch at Ninh Binh

Comments on your experience:

### TOUR GUIDE

Rating of your guide's language skills: 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide:

Could not ask for any more. New York was wonderful.  
 I would certainly recommend to all my friends.  
 Friendly & entertaining.

# ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	3	4	3	2	1
Included meals rating	3	4	3	2	1
Vehicle rating	3	4	3	2	1
Driver rating	3	4	3	2	1

## GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia?

Excellent

Very good

Good

Average

## PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments?

Only thing would not recommend lunch for westerners at Ninh Binh. Every where else food has been exceptional. Particular the cruise food was superb. Tour guides have been great. Drivers very good.

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date

Your signature

*llh*



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### TRIP INFORMATION

Full name: RUIJENA HOLLAND Nationality: BRITISH

Email address: \_\_\_\_\_

Your Age: ☒ 18-25 ☐ 26-35 ☐ 36-45 ☒ 46+ ☐

Trip name: \_\_\_\_\_ Start date: \_\_\_\_\_

Did the trip match your expectations?

☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience:

☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Highlights of your trip:

The H'mang hotel in Sapa was wonderful & staff fantastic (shame no pool). The cat cat walk/waterfall & impressive gathering in Lao Cai.

What do you enjoy least:

only long car journey

Comments on your experience:

Perhaps next time would have done more in SA/A - a second day bet rather than long car ride - although

### TOUR GUIDE

Rating of your guide's language skills

☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's knowledge:

☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's organizing skills:

☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's approachability:

☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's overall:

☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

Comments on your guide:

Bac Ha was still very interesting.



#### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	(5)	4	3	2	1
Included meals rating	(5)	4	3	2	1
Vehicle rating	(5)	4	3	2	1
Driver rating	(5)	4	3	2	1

#### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

#### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

We have had a wonderful time with Mee.  
She has been an excellent guide. Very friendly,  
very knowledgeable and very open. We would  
recommend her to anyone.

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Most definitely. Already looking at possibilities  
for next year.

1701 - Ash - K-P



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### TRIP INFORMATION

Full name: Ashleigh Stier + Shaun Byrnes Nationality: Australian

Email address: .....

Your Age: ☒ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☐ 46+

Trip name: ..... Start date: 17/11/2015

Did the trip match your expectations? 5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: Museum of ethnology

Ha long Bay amazing! Lunch with tour guide

What do you enjoy least: .....

Comments on your experience: Fantastic! love the atmosphere of Vietnam  
so much to see and friendly people

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: Great Guide. We had such a great lunch  
with him where he cooked the Hot pot in front of  
us and introduced us to Vietnamese coffee!

**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Everything has been organised and we have  
received 5 star treatment!

Could not be more grateful of the service which  
has provided us.

The quality of Accommodation and Activities  
has been amazing.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Thank you very much for spending your precious time to fill in this form.

Date 22/1/15.

Your signature

Amalugnatier



0601 - Ms Ha - H-P



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### TRIP INFORMATION

Full name: Nguyen Sinh Vong Nationality: Vietnamese

Email address: ....

Your Age: ☒ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☐ 46+

Trip name: ..... Start date: 01/06/15

Did the trip match your expectations?

5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: .....

What do you enjoy least: .....

Comments on your experience: .....

### TOUR GUIDE

Rating of your guide's language skills: 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: .....

Accommodation rating	<del>5</del>	4	3	2	1
Included meals rating	<del>5</del>	<del>4</del>	3	2	1
Vehicle rating	<del>5</del>	4	3	2	1
Driver rating	<del>5</del>	4	3	2	1

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent      ☐ Very good      ☐ Good      ☐ Average

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

**Your signature**





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### TRIP INFORMATION

Full name: Yatienka Timokhina Nationality: Russian

Email address: .....

Your Age: ☐ 18 - 25 ☒ 26 - 35 ☐ 36 - 45 ☐ 46+

Trip name: Ninh Binh Start date: 01.01.2015

Did the trip match your expectations?

☒ 5      4      3      2      1  
Excellent    Very good    Good    OK    Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: ☒ 5      4      3      2      1

Highlights of your trip: Sam, Cao, Hoa, Hu

What do you enjoy least: .....

Comments on your experience: Wonderful

### TOUR GUIDE

Rating of your guide's language skills: ☒ 5      4      3      2      1

Rating of your guide's knowledge: ☒ 5      4      3      2      1

Rating of your guide's organizing skills: ☒ 5      4      3      2      1

Rating of your guide's approachability: ☒ 5      4      3      2      1

Rating of your guide's overall: ☒ 5      4      3      2      1

Comments on your guide: thanks! Wonderful day and experience

**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Nothing to add Everything was perfect.  
I liked very attentive and personal approach  
by the company to me.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Thank you very much for spending your precious time to fill in this form.

Date

01.08.2015

Your signature







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*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: Tyrone Keng Nationality: Canada

Email address: \_\_\_\_\_

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: \_\_\_\_\_ Start date: 10/11/2014

Did the trip match your expectations? 5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: boat trip

What do you enjoy least: the food

Comments on your experience: \_\_\_\_\_

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: \_\_\_\_\_

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

How would you rate the overall service provided by Travel Sense Asia ?

☐ Excellent ☒ Very good ☐ Good ☐ Average

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Date \_\_\_\_\_

14/11

**Your signature**





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Tel: (84 4) 37153977  
Fax: (84 4) 37153978  
Email: sales@travelsense.asia  
Website: http://www.travelsense.asia

## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Valerie de Liedekerke Nationality: Belgian

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: Perfume Pagoda Start date: 9/11/14

Did the trip match your expectations?

5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience:

5 4 3 2 1

Highlights of your trip: The beauty of the landscape & the pagoda & seeing all the wild life

What do you enjoy least: Nothing

Comments on your experience: Really happy to have done this trip with a knowledgeable & friendly Tour guide (Mr Long)

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: Perfect, very kind & helpful



**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

The Trip was majestic, really beautiful landscape,  
friendly people, very welcoming.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Next time I come to Vietnam

Thank you very much for spending your precious time to fill in this form.

Date

9/11/14

Your signature

Valérie Boudet





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 Fax: (84 4) 37153978  
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 Website: http://www.travelsense.asia

## Feedback Form

*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: BILLMAN MARRAUNG Nationality: INDONESIA

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☒ 36 - 45 ☐ 46+

Trip name: CITI TOUR HARAI 1 UN LOHS BAR Start date: .....

Did the trip match your expectations? 5 4 3 2 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: VISITED TOWER UNIFORM

What do you enjoy least: .....

Comments on your experience: GOOD HARAI HIGHLIGHT, UN LOHS BAR

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: He accommodated our need and adjust

the tour based on our request.

He also helped with our personal belonging, answer all  
our questions promptly.

### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	<input checked="" type="checkbox"/>	3	2	1
Included meals rating	<input checked="" type="checkbox"/>	4	3	2	1
Vehicle rating	<input checked="" type="checkbox"/>	4	3	2	1
Driver rating	<input checked="" type="checkbox"/>	4	3	2	1

### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

It was awesome.

All aspects of the trip was excellent.

The office staff helped a lot in preparing the itinerary.

They called to ensure that everything is ok with the arrangement.

Guides are helpful and knowledgeable.

We have wonderful trip. Thanks to Travel Sense Asia.

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date 6 Nov 2014

Your signature





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Website: http://www.travelsense.asia

## Feedback Form

### Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: EDERICA BRIGANTI Nationality: ITALY - ESTONIA

Email address: .....

Your Age: ☒ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☐ 46+

Trip name: Ninh Binh Start date: 29

Did the trip match your expectations? 

5	4	3	2	1
Excellent	Very good	Good	OK	Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 

5	4	3	2	1
---	---	---	---	---

Highlights of your trip: the boat trip

What do you enjoy least: .....

Comments on your experience: .....

### TOUR GUIDE

Rating of your guide's language skills: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's knowledge: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's organizing skills: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's approachability: 

5	4	3	2	1
---	---	---	---	---

Rating of your guide's overall: 

5	4	3	2	1
---	---	---	---	---

Comments on your guide: .....

he was really kind and available.



**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

It was really an amazing trip.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Thank you very much for spending your precious time to fill in this form.

Date

Your signature

J. S. S. S.  
M. S. S.





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## Feedback Form

### Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: DECKERS - VANDEN BERGHE Nationality: BELGIUM  
Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☒ 36 - 45 ☐ 46+

Trip name: PERFUME PAGODA Start date: 11/08/2014

Did the trip match your expectations? 5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: BOAT AND PAGODE

What do you enjoy least: THE TOILETS FOR WOMAN

Comments on your experience: .....

### TOUR GUIDE

Rating of your guide's language skills: 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: NICE AND INTERACTIVE QUESTION  
THE GUIDE IS HUMORISTIC

**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☐ Excellent

☒ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

EVERY THING WAS WELL ORGANISED  
WE ENJOYED ALL OF THIS TOUR

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

GOOD AGENCY

Thank you very much for spending your precious time to fill in this form.

Date

11/8/2014

Your signature





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## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: NOEL SALDANHA Nationality: INDIAN

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: ..... Start date: .....

Did the trip match your expectations?

<u>5</u>	4	3	2	1
Excellent	Very good	Good	OK	Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: .....

TOTAL CULTURAL EXPERIENCE

What do you enjoy least: .....

Comments on your experience: .....

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: .....



### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	(4)	3	2	1
Included meals rating	5	(4)	3	2	1
Vehicle rating	(5)	4	3	2	1
Driver rating	5	(4)	3	2	1

### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

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Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

WOULD DEFINITELY RECOMMEND IT TO FRIENDS TRAVELLING

Thank you very much for spending your precious time to fill in this form.

Date 16/7/2014.

Your signature

*[Signature]*



## Feedback Form

*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: ANNA THERESA KO Nationality: FLIPPINO

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☒ 36 - 45 ☐ 46+

Trip name: HALONG BAY DAY TOUR Start date: JULY 28, 2014

Did the trip match your expectations? ☒ 5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: WE HAD A VERY ENTHUSIASTIC AND ACCOMMODATING TOUR GUIDE. MR. LONG REALLY MADE OUR TRIP FUN AND COMFORTABLE. THE FOOD ON THE BOAT WAS ALSO GOOD AND THE VARIETY WAS PERFECT.

What do you enjoy least: .....

Comments on your experience: WE WOULD DEFINITELY RECOMMEND YOUR COMPANY TO OUR FRIENDS!

### TOUR GUIDE

Rating of your guide's language skills ☒ 5 4 3 2 1

Rating of your guide's knowledge: ☒ 5 4 3 2 1

Rating of your guide's organizing skills: ☒ 5 4 3 2 1

Rating of your guide's approachability: ☒ 5 4 3 2 1

Rating of your guide's overall: ☒ 5 4 3 2 1

Comments on your guide: MR. LONG REALLY MADE US FEEL THAT WE WERE WELL TAKEN CARE OF. HE MADE SURE THAT WE WERE SAFE AND HAPPY AT ALL TIMES. IT WAS EASY TO TALK TO HIM AND HE WAS REALLY FUN TO TALK TO.

### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

FROM THE TIME THAT MS. JULIE (HIEN) EMAILED ME, SHE MADE  
ME FEEL THAT TRAVEL SENSE ASIA IS A RELIABLE COMPANY. THEY  
MADE SURE THAT ALL OUR REQUESTS AND EXPECTATIONS WERE MET.  
OUR GROUP IS REALLY SATISFIED WITH YOUR SERVICE AND MR. LONG  
MADE ALL THE DIFFERENCE BY TAKING GOOD CARE OF US.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Thank you very much for spending your precious time to fill in this form.

Date

  
Your signature



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## Feedback Form

*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: VIJAY KUMAR NAYAR Nationality: INDIAN

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: 3005-VIJAY H.P Start date: 30 May 2014

Did the trip match your expectations? 5 ☒ 3 2 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 ☒ 3 2 1

Highlights of your trip: cu chi Tunnels

What do you enjoy least: Stay at Hoi An

Comments on your experience: Generally good except for Hoi An

### TOUR GUIDE

Rating of your guide's language skills 5 4 ☒ 3 2 1

Rating of your guide's knowledge: 5 ☒ 4 3 2 1

Rating of your guide's organizing skills: 5 4 ☒ 3 2 1

Rating of your guide's approachability: 5 ☒ 4 3 2 1

Rating of your guide's overall: 5 ☒ 4 3 2 1

Comments on your guide: Guides were generally well informed, courteous, cheerful and helpful



#### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	4 ✓	3	2	1
Included meals rating	5	4 ✓ ✗	3	2	1
Vehicle rating	5	4 ✓	3	2	1
Driver rating	5	4 ✓	3	2	1

#### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☐ Excellent

☒ Very good

☐ Good

☐ Average

#### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

✗ Accommodation and meals at hotel were not at all satisfactory.  
Food was stale, room dirty and service indifferent. There is  
need to change the hotel.

- Vinh Hung, 3 hotel

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date 3 June 2014

  
Your signature



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## Feedback Form

Trip code:

MR. LONG

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: EDUARDO COX VILLELA Nationality: BRAZILIAN

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: ..... Start date: .....

Did the trip match your expectations?

☒ 4      3      2      1  
Excellent   Very good   Good   OK   Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience:

☒ 4      3      2      1

Highlights of your trip: LUNCH WITH THE ORIENTATION OF MR LONG,  
HO CHI MINH MAU SOUEN COMPLEX

What do you enjoy least: LOCAL MARKET (WE HAD ALREADY DONE

Comments on your experience: THE OLD DISTRICT ON FOOT  
(MORE INTERESTING)

### TOUR GUIDE

Rating of your guide's language skills: ☒ 4      3      2      1

Rating of your guide's knowledge: ☒ 4      3      2      1

Rating of your guide's organizing skills: ☒ 4      3      2      1

Rating of your guide's approachability: ☒ 4      3      2      1

Rating of your guide's overall: ☒ 4      3      2      1

Comments on your guide: .....

VERY GOOD AND HELPFUL GUIDE. HIS KNOWLEDGE  
OF VIETNAM GASTRONOMY WAS VERY NICE AT  
LUNCH TIME

Accommodation rating	<del>5</del>	4	3	2	1
Included meals rating	<del>5</del>	4	3	2	1
Vehicle rating	<del>5</del>	4	3	2	1
Driver rating	<del>5</del>	4	3	2	1

How would you rate the overall service provided by Travel Sense Asia ?

☐ Average

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Yes ☒

No ☐

Date \_\_\_\_\_

10/05/2014

~~Your signature~~

**Your signature**





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## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: CRAIG REAGAN Nationality: AUSTRALIAN  
Email address: .....  
Your Age: ☐ 18-25 ☐ 26-35 ☐ 36-45 ☒ 46+  
Trip name: VIETNAM HIGHLIGHTS Start date: 3 MAY '14  
IN TEN DAYS 5 (4) 3 2 1  
Did the trip match your expectations? Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 (4) 3 2 1  
Highlights of your trip: HALONG BAY AND MAI CHAU VILLAGES  
MEETING LOCAL PEOPLE  
What do you enjoy least: FOOD HAS BEEN EXCELLENT EXCEPT TOO MUCH  
Comments on your experience: OVERALL EXPERIENCE VERY GOOD AND  
EXCELLENT VALUE FOR MONEY. TRAVEL SENSE ASIA  
ARE TO BE CONGRATULATED.

### TOUR GUIDE

Rating of your guide's language skills 5 4 (3) 2 1  
Rating of your guide's knowledge: 5 4 (3) 2 1  
Rating of your guide's organizing skills: 5 (4) 3 2 1  
Rating of your guide's approachability: 5 (4) 3 2 1  
Rating of your guide's overall: 5 (4) 3 2 1  
Comments on your guide: (5) (DANID)  
HALONG BAY TOUR GUIDE, A BIT OVER THE TOP. A BIT  
INTRUSIVE.  
OTHER TOUR GUIDE (DAD) VERY INFORMED AND ACCOMMODATING.

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

☐ Average

JULIE'S ORGANISING SKILLS HAVE BEEN EXCEPTIONAL. IT HAS BEEN GREAT TO HAVE AN ITINERARY PROVIDED TO SUIT OUR REQUIREMENTS. VALUE FOR MONEY IS EXCEPTIONAL.

2004 - Sherry - H - P



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Fax: (84 4) 37153978  
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Website: http://www.travelsense.asia

## Feedback Form

### Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Sheryl Kana / Pedro Badal Nationality: Australian

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: BaBe Lake Start date: 20 April 2014

Did the trip match your expectations?

(5) 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience:

(5) 4 3 2 1

Highlights of your trip:

BaBe Lake boat trip Cave visit

What do you enjoy least:

Comments on your experience: Very enjoyable liked seeing  
rural & natural area away from city

### TOUR GUIDE

Rating of your guide's language skills

(5) 4 3 2 1

Rating of your guide's knowledge:

(5) 4 3 2 1

Rating of your guide's organizing skills:

(5) 4 3 2 1

Rating of your guide's approachability:

(5) 4 3 2 1

Rating of your guide's overall:

(5) 4 3 2 1

Comments on your guide:

Enjoyed having Dao as our guide



**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Very impressed with contacts made by  
Julie and very efficient service  
getting our documents to us at our hotel.  
Doo's very helpful sharing local information  
with us about our trip and Hanoi.

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date 22/04/14

Your signature

Sathana.

2004 - Sherry - H - P



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Fax: (84 4) 37153978  
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Website: http://www.travelsense.asia

## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Sherry Kaina / Pedro Bidal Nationality: Australian

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: BaBe Lake Start date: 20 April 2014

Did the trip match your expectations? (5) 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: (5) 4 3 2 1

Highlights of your trip: BaBe Lake boat trip Cave visit

What do you enjoy least: .....

Comments on your experience: Very enjoyable liked seeing  
rural & natural area away from city

### TOUR GUIDE

Rating of your guide's language skills (5) 4 3 2 1

Rating of your guide's knowledge: (5) 4 3 2 1

Rating of your guide's organizing skills: (5) 4 3 2 1

Rating of your guide's approachability: (5) 4 3 2 1

Rating of your guide's overall: (5) 4 3 2 1

Comments on your guide: Enjoyed having Dao as our guide

**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	(4)	3	2	1
Included meals rating	5	(4)	3	2	1
Vehicle rating	(5)	4	3	2	1
Driver rating	(5)	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Very impressed with contacts made by  
Julie and very efficient service  
getting our documents to us at our hotel  
Doo's very helpful sharing local information  
with us about our trip and Hanoi

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date 22/04/14

Your signature

Sathana



## Feedback Form

*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: Jacinta + Michael White Nationality: Australia

Email address: [redacted]

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: Ba Be Lake Start date: 9-4-2014

Did the trip match your expectations? 5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: Scenery and the people. Swimming with driver + tour guide.

What do you enjoy least: -

Comments on your experience:

### TOUR GUIDE

Rating of your guide's language skills: 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5+ 4 3 2 1

Rating of your guide's overall: 5++ 4 3 2 1

Comments on your guide: Very knowledgeable and passed on a lot

of information

**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	3	2	1
Included meals rating	5+	4	3	2	1
Vehicle rating	5+	4	3	2	1
Driver rating	5+	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Our experience to Ba Be lake was better than expected. Driver and guide well informed very friendly. We felt like we made 2 new friends.

This has been an excellent experience.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Thank you very much for spending your precious time to fill in this form.

Date 11/4/14

Your signature



0403 Erika - R-P - Cam



Add: 2nd Floor, 103 Nguyen Truong To - Ba Dinh - Hanoi - Vietnam  
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## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Jeff Paciga & Erika Schurr Nationality: Canadian

Email address: .....

Your Age: ☐ 18 - 25 ☒ 26 - 35 ☐ 36 - 45 ☐ 46+

Trip name: Cambodia Start date: Mar 5, 2014

Did the trip match your expectations?

5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience:

5 4 3 2 1

Highlights of your trip: Bats leaving caves at Phnom Sampeau, Angkor Wat heritage park

What do you enjoy least: The heat (but can't change mother nature)

Comments on your experience: The driver and guide did an excellent job of making sure we had enough water and A/C breaks to deal with the heat

### TOUR GUIDE

Rating of your guide's language skills 5 4 5 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: .....



### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	4	3	2
Included meals rating	5	4	3	2
Vehicle rating	5	4	3	2
Driver rating	5	4	3	2

## GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent☐ Very good☐ Good

☐ Average

PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date March 10, 2014

Your signature

Jeff Pacyna

## Feedback Form

*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: Audrey Sim Nationality: Australian

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: 0512 - Audrey - 14 Start date: 8 Dec

Did the trip match your expectations? (5) 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: (5) 4 3 2 1

Highlights of your trip: Sapa Trekking  
Bac Ha Market, Halong Bay

What do you enjoy least: City Tour

Comments on your experience: The trekking was well-worth the experience as the guide provided excellent information on the difficulty of the treks so we can make informed judgment

### TOUR GUIDE

Rating of your guide's language skills 5 (4) 3 2 1 switched to our physio

Rating of your guide's knowledge: 5 (4) 3 2 1

Rating of your guide's organizing skills: (5) 4 3 2 1

Rating of your guide's approachability: (5) 4 3 2 1

Rating of your guide's overall: (5) 4 3 2 1

Comments on your guide: Both guides in Hanoi and Sapa were knowledgeable and thorough in their explanation. The guide for Halong Bay has a great sense of humour and put us all at ease. (5)

#### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	(4)	3	2	1
Included meals rating	5	4	(3)	2	1
Vehicle rating	5	4	(3)	2	1
Driver rating	5	(4)	3	2	1

#### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

#### PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

From the start, Julie Hien Ngo was excellent in her communication via countless emails to me, to ensure that the tour met our needs. She was pleasant, efficient and well-equipped to give us the best information and advice for a thoroughly enjoyable experience for us. Everything was seamlessly efficient from hotel reservations, meals and travel arrangements. The people who served us were pleasant and well-mannered. Overall, it met our expectations. It is no wonder that Travel Sense was highly recommended by the Trip Advisor.

One thing was the Sao Mai Bac Ha Hotel. It was smelly and dirty. It matched the street conditions of the area - rough, unclean and sub-standard.

Would you like to travel with Travel Sense Asia again?

Yes ☒ No ☐

Thanks to Julie, Lap, Manh and the city tour guide who looked after us. Much appreciated.



Thank you very much for spending your precious time to fill in this form.

Date 10 Dec 2013

Your signature

AS





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## Feedback Form

*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: Paul Sterescu Nationality: Canadian

Email address: [REDACTED]

Your Age: ☐ 18 – 25 ☐ 26 – 35 ☐ 36 – 45 ☒ 46+

Trip name: Hanoi and Halong Bay Start date: 19/20 February 2014

Did the trip match your expectations? 5 4 3 2 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: Halong Bay

What do you enjoy least: lack of time to visit Hanoi caused by late arrival and terrible traffic. For 170km

Comments on your experience: to take almost 4 hours. A bad experience

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3.5 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: His language skills are relatively OK Mr. Hung but he must improve pronunciation. His knowledge is good but he needs to be more explain more. Overall rating we like Mr. Hung.

**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	N/A	5	4	3	2	1
Included meals rating		5	4	3	2	1
Vehicle rating		5	4	3	2	1
Driver rating		5	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☐ Excellent

☒ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

We really enjoyed the Halong Trip  
for scenery and content. Trip with Junk  
Boat was excellent and the  
lunch on the boat was wonderful.  
Thanks



Would you like to travel with Travel Sense Asia again?

Yes ☒ No ☐

Thank you very much for spending your precious time to fill in this form.

Date

Feb 20, 2014

Your signature





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## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Dong Jin Kim Nationality: South of Korea

Email address: .....

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☒ 36 - 45 ☐ 46+

Trip name: Trang An Tour Start date: 21.03.2015

Did the trip match your expectations? ☒ 4 ☐ 3 ☐ 2 ☐ 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Highlights of your trip: Boat trip

What do you enjoy least: Boat

Comments on your experience: .....

Our guide is excellent

### TOUR GUIDE

Rating of your guide's language skills: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's knowledge: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's organizing skills: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's approachability: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Rating of your guide's overall: ☒ 4 ☐ 3 ☐ 2 ☐ 1

Comments on your guide: .....

.....

.....

.....



### ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	✓	4	3	2	1
Included meals rating	✓	4	3	2	1
Vehicle rating	✓	4	3	2	1
Driver rating	✓	4	3	2	1

### GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent☐ Very good☐ Good☐ Average

PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date \_\_\_\_\_

21.03.2015

Your signature

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## Feedback Form

### Trip code:

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### TRIP INFORMATION

Full name: RITA ABELARDO Nationality: US  
 Email address: .....  
 Your Age: ☐ 18-25 ☐ 26-35 ☐ 36-45 ☒ 46+  
 Trip name: 0202 Rita-H Start date: 02/02/2014  
 Did the trip match your expectations? 5 4 3 2 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1  
 Highlights of your trip: HALONG BAY ACTIVITIES

What do you enjoy least: DRIVER TO HALONG BAY DID NOT SPEAK MUCH ENGLISH  
 Comments on your experience: FELT HAPPY TO SEE HANOI AGAIN & BETTER FACILITIES, LIKE BUSSTOP IN CERAMIC, AGENTS, TOILETS MORE WESTERNIZED

### TOUR GUIDE

Rating of your guide's language skills	5	4	3	2	1
Rating of your guide's knowledge:	5	4	3	2	1
Rating of your guide's organizing skills:	5	4	3	2	1
Rating of your guide's approachability:	5	4	3	2	1
Rating of your guide's overall:	5	4	3	2	1

Comments on your guide: .....

.....

.....

.....

**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	(5)	4	3	2	1
Included meals rating	5	(4)	3	2	1
Vehicle rating	(5)	4	3	2	1
Driver rating	5	(4)	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia?

☒ Excellent☐ Very good☐ Good☐ Average**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Private car pick-up from the airport made a great impression on our outlook of Hanoi. Comments by Mr. Hien on way to town gave us better knowledge of Hanoi. Miss Julie's recommendation to stay at Gondola Hotel is excellent. It's close to Hoan Kiem lake, restaurants + shops. The hotel itself + the staff like Miss Li, Mr. Jay + valet. The buffet breakfast is superb - a lot of choices.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

MISS HIEN NGO (JULIE) made our trip worth the service we received. Very efficient + very personable. Great employee.

Thank you very much for spending your precious time to fill in this form.

Date

02/04/2014

Your signature

Bita Abalos



code: 0302 - Big Blue Sky - 10



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Website: http://www.travelsense.asia

## Feedback Form

### Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Louise PICARD Nationality: CANADIAN

Email address: [REDACTED]

Your Age: ☐ 18-25 ☐ 26-35 ☐ 36-45 ☒ 46+

Trip name: S-E ASIA TOUR with Big Blue Sky Start date: Jan 4, 2014

Did the trip match your expectations? → Adventure 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: The trip by long tail boat to visit the Long Neck Karen hill tribe village was amazing. Just that experience made trip worthwhile

What do you enjoy least: Some of our accommodation + visit to PHA SUA WATERFALL (no water)

Comments on your experience: [REDACTED]

### TOUR GUIDE

Rating of your guide's language skills: 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: [REDACTED]

Winya was an outstanding guide! She was a pleasure to be with and it was remarkable how her ready smile and good nature influenced those around her - in restaurants, ticket offices etc with her organizational skills, her knowledge and her sense of humour, she is without a doubt one of the best guides we have ever had in all of our travels around the world!  
Thank You Winya.

# ACCOMMODATION, MEALS, TRANSPORT

Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5++	4	3	2	1

## GENERAL COMMENTS

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

## PERSONAL OPINIONS:

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

- Our guide + our driver were exceptional in every way and that was a key factor in the success of our trip.
- A few suggestions overall...
- ① It was rather frustrating to have accommodation outside of the city centre in a guesthouse/resort that does not have a restaurant + we have no car. Also disappointed that 3 days in Sukhothai while it was very hot we were in a guesthouse with no pool and no restaurant - not a good choice.
- In planning itinerary, we do not know the driving time involved. Would suggest less stops and more 2 night stays rather than move every night. Two nights in Sukhothai would be sufficient while one more night in Chiang Mai would have been nice but here also we would not recommend Raming Lodge - very noisy + not too clean.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

We thoroughly enjoyed our trip but hope our comments on a few items are helpful for future planning.

Thank you very much for spending your precious time to fill in this form.

Feb 18, 2014  
Date

Louise Picard  
Your signature

code : 0302- big bluesky - r



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## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Richard Czerwiec Nationality: CANADIAN

Email address: .....

Your Age: ☐ 18-25 ☐ 26-35 ☐ 36-45 ☒ 46+

Trip name: S-E Asia Tour @ Big Blue Sky Adventure Start date: Feb. 11/2014

Did the trip match your expectations? 5 4 3 2 1  
Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: Long neck village visit, concert at Wat Sa Si, thanks to Winya, great food recommended by Winya, and of course Winya + U-Thai.

What do you enjoy least: resorts @ no supper and no pools

Comments on your experience: Too little time to enjoy it all - one night stops should have been 2 except for

### TOUR GUIDE

Rating of your guide's language skills 5+ 4 3 2 1

Rating of your guide's knowledge: 5+ 4 3 2 1

Rating of your guide's organizing skills: 5+ 4 3 2 1

Rating of your guide's approachability: 5+ 4 3 2 1

Rating of your guide's overall: 5+ 4 3 2 1

Comments on your guide: .....

We arrived in Chiang Mai and were met by a cheerful & smiling guide; we leave Sukhothai leaving a new found friend. Winya went over and above her duties to ensure that we had a wonderful trip. She was attentive to our needs and her cheerfulness brightened our experience. As my wife stated, she's the best guide we've ever had.



**ACCOMMODATION, MEALS, TRANSPORT**

Accommodation rating	5	4	③	2	1
Included meals rating	5	④	3	2	1
Vehicle rating	⑤+	4	3	2	1
Driver rating	⑤+	4	3	2	1

**GENERAL COMMENTS**

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent

☐ Very good

☐ Good

☐ Average

**PERSONAL OPINIONS:**

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

I concur in my wife's comments.

breakfast at Thai Thai guest house was very good -  
other places were good to so-so. (Pai.)

U-Thai ~~was~~ is an excellent & courteous driver. He was  
always ready to pull over when we wanted to take special  
photos.

Would you like to travel with Travel Sense Asia again? Yes ☒ No ☐

particularly if Wanya is our guide again & U-Thai  
our driver.

Thank you very much for spending your precious time to fill in this form.

Date

Feb. 18 / 2014

Your signature

Richard Cairns



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## Feedback Form

*Trip code:*

*Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.*

### TRIP INFORMATION

Full name: Laura Phail Nationality: U.S.  
 Email address: ..

Your Age: ☐ 18 - 25 ☐ 26 - 35 ☐ 36 - 45 ☒ 46+

Trip name: Hanoi city tour Start date: 3/- 23/15

Did the trip match your expectations?

5 4 3 2 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: 5 4 3 2 1

Highlights of your trip: .....

What do you enjoy least: standing on my feet

Comments on your experience: Saw all that I wanted.

### TOUR GUIDE

Rating of your guide's language skills 5 4 3 2 1

Rating of your guide's knowledge: 5 4 3 2 1

Rating of your guide's organizing skills: 5 4 3 2 1

Rating of your guide's approachability: 5 4 3 2 1

Rating of your guide's overall: 5 4 3 2 1

Comments on your guide: .....

.....

.....

.....



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 Fax: (84 4) 37153978  
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## Feedback Form

Trip code:

Travel Sense Asia would like to collect the information requested in this feedback form for the purposes of improving the quality of our trips, assessing our level of customer satisfaction and for the marketing of future trips.

### TRIP INFORMATION

Full name: Jeff Poiga & Erika Schurr Nationality: Canadian

Email address: [REDACTED]

Your Age: ☐ 18-25 ☒ 26-35 ☐ 36-45 ☐ 46+

Trip name: Cambodia Start date: Mar 5, 2014

Did the trip match your expectations? (5) 4 3 2 1  
 Excellent Very good Good OK Unacceptable

### YOUR FEEDBACKS

Rating of your overall experience: (5) 4 3 2 1

Highlights of your trip: Bats leaving caves at Phnom Sampeau, Angkor Wat heritage park

What do you enjoy least: The heat (but can't change mother nature)

Comments on your experience: The driver and guide did an excellent job of making sure we had enough water and A/C breaks to deal with the heat

### TOUR GUIDE

Rating of your guide's language skills 5 4 (5) 2 1

Rating of your guide's knowledge: 5 (4) 3 2 1

Rating of your guide's organizing skills: 5 (4) 3 2 1

Rating of your guide's approachability: 5 (4) 3 2 1

Rating of your guide's overall: 5 (4) 3 2 1

Comments on your guide:



Accommodation rating	5	4	3	2	1
Included meals rating	5	4	3	2	1
Vehicle rating	5	4	3	2	1
Driver rating	5	4	3	2	1

How would you rate the overall service provided by Travel Sense Asia ?

☒ Excellent☐ Very good☐ Good☐ Average

Your thought is so important and helpful for us so could you kindly share with us your experience and personal comments:

Would you like to travel with Travel Sense Asia again?

Yes ☒

No ☐

Thank you very much for spending your precious time to fill in this form.

Date March 10, 2014

Your signature

Your signature  
*Jeff Pacy*