

PHILADELPHIA TRIP PASSENGER EVALUATION

NAME OF TRIP: _____ DATES: _____

_ YOUR PHILADELPHIA ZOO TRIP TO (Name of Trip)...SO WHAT DID YOU THINK OF IT? We hope that your trip provided you with warm and lasting memories. To help us continue to offer only the trips for our Zoo members. please take a few minutes to complete BOTH SIDES of this evaluation.

____ This was my/our first Philadelphia Zoo trip. ____ I/We are past travelers.

How did you hear about this trip? ____ from a friend or past traveler ____ word of mouth ____ brochure or direct mailing ____ Zoo's web site ____ other (please tell us) _____

Was the pre-departure information you received helpful and informative? ____ Yes ____ No

Were your contacts with the Zoo and/or your Zoo host prior to departure satisfactory? ____ Yes ____ No

Comments: _____

How would you rate the pace of this trip? ____ just about right ____ too fast ____ too slow

Was/were your driver(s) courteous and helpful? ____ Yes ____ No DRIVER'S NAME(S): _____

Would you recommend the driver(s) for another Zoo trip? ____ Yes ____ No

During the trip, was your escort(s) helpful in answering "unasked" questions; trying to anticipate problems; asking the driver(s) guides(s) for assistance when necessary; reviewing the schedule? ____ Yes ____ No ____

Comments: _____

Any problems? ____ Yes ____ No If YES, please describe: _____

If you had a naturalist, docent or guided tour(s) joining you at your destination(s) how would you rate them?

____ Excellent ____ Good ____ Fair ____ Poor Comments: _____

Meals included on the trip? ____ Yes ____ No Number of Breakfasts ____ Lunches ____ Dinners ____

Comments: _____

Please rate your accommodations? ____ Excellent ____ Good ____ Fair ____ Poor

Comments: _____

Did the trip meet your expectations? ____ Yes ____ No

If not, why not? _____

Highlight(s) of the trip: _____

Overall, how would you rate this trip? ____ Excellent ____ Good ____ Fair ____ Poor

Would you recommend this trip to others? ____ Yes ____ No

Would you suggest any changes to this trip (add/lengthen/shorten/eliminate)? ____ Yes ____ No

If YES what would they be? _____

Please turn over to complete this evaluation

PLEASE HELP US PLAN FOR FUTURE TRIPS BY RESPONDING TO THE FOLLOWING:
PLEASE CHECK ALL ACTIVITIES THAT INTEREST YOU

Walking Hiking Rail Travel Cruise Travel (big ships small ships) Photography
 Museums Birding Wildlife Viewing Zoos Aquariums Visit(s) with a local family
 Cycling Intergenerational Trips Horticulture/Botanical Gardens Canoeing/kayacking/rafting
 Snorkeling Volunteer Participation in a Project Research/Animal Rescue Centers
 Other _____

I/We like having some meals included. If so, which ones? _____

What type of accommodations do you prefer? _____

Would you like to have a family stay included in the trip? _____

Are you retired? Yes No

What day(s) would you be able to go on a one-day trip? _____

Would you be able to take advantage of a last minute special trip offering? Yes No Unsure

If interested in Family Trips, please list the age(s) of your children/grandchildren: _____

What helps you to decide whether or not to travel with us: _____?

Length of trip preferred. Please check all that apply:

1 day 2 days 3 – 5 days 6 -12 days 12 – 15 days does not matter

Preferred time of year to travel: Winter Spring Summer Fall doesn't matter

Preferred price range per person: \$ _____ to \$ _____

SUGGESTIONS/IDEAS FOR FUTURE TRIPS

I/We are interested in: Domestic Trips International Trips Both

Please list up to six (6) domestic and/or international destinations to which you would be interested in traveling or visiting:

1. _____ 2. _____ 3. _____
4. _____ 5. _____ 6. _____

*** If you have E-mail, would you like to subscribe to receive periodic notices from the Zoo about our trips and special trip offerings? Yes No

E-mail address: _____

Please give the name(s), addresses and E-mail addresses (if known) of any of your friends who might be interested in receiving information about our trips.

1. _____

2. _____

PLEASE RETURN COMPLETED EVALUATION TO:

Roberta "Bert" DeVries, Philadelphia Zoo Travel
3400 West Girard Avenue Philadelphia, PA19104-1196
"A Journey is not a destination....It is an open mind to life's unforeseeable surprises"