

Feedback Form:

Your feedback is very important to us in order to maintain and improve the quality of our riding trips. I would be grateful if you would take a few minutes to complete our trip review form below.

If there is anything about your holiday that you would like to discuss on the phone please call us on 48 25 47 33.

Please send us some pictures from your holiday and we will upload them to the website.

Country / holiday	Norway/South Africa
Date	March 2018

How would you describe your overall level of satisfaction with your holiday?

Excellent
 Good
 Average
 Poor
 Terrible

Please enter a title summarising your holiday experience

I had lovely stay at Ant's Hill last year 2017, but this year I was disappointed and surprised. The quality was not the same as last year. The food was poor, and staff forgot too often what I had asked for. Though, the horses were as lovely as in 2017.

HOW WOULD YOU RATE THIS HOLIDAY OVERALL?

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Price	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with the variety of riding, pace or terrain?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate the overall standard of the horses, tack and stables	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the riding e.g. did it meet your expectations

As you already know I had an accident. I do not blame my horse at all. In my opinion the guide should not walked, leading the horses into a deep dam without a warning. And usually we let the horses drink, and that's it. I have already wrote that the horses are lovely and I like the rides as well.

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) and facilities	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How did you find the standard of the food?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please add any further comments on the accommodation or food which you believe would be helpful

The food was so delicious last year in 2017, but this year it that high quality. I do not understand the change from last year, I have not changed my diet, and in 2017 the food was almost perfect.

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

Excellent Good Average Poor Terrible

Did you have all the information needed...

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
- to prepare for your holiday?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- while you were on holiday?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how we could improve the quality of pre-holiday information we send.

Could have told me that I could share taxi with another guest on my way back to the airport.

In what ways could we improve the way in which we handled your booking and payment?

Any other comments or memories to your holiday?

I'm sorry that Ant's Hill had changed that much because I really enjoyed Hill in 2017

Would you recommend this holiday to your friends?

- Definitely yes
- May be
- Certainly not

Would you be happy for us to include this feedback on our XXL Adventure and In The Saddle's web site or quote you in In The Saddle's holiday brochure?

(Reviews on the web site are anonymous, without any name or e-mail address)

- Yes
- No

Would you like to have an image of yourself with the feedback? Please send a picture together with this feedback form.

Please choose a nick name (This will appear on the website with your comments)

Thank you very much!



Feedback Form:

Your feedback is very important to us in order to maintain and improve the quality of our riding trips. I would be grateful if you would take a few minutes to complete our trip review form below.

If there is anything about your holiday that you would like to discuss on the phone please call us on 48 25 47 33.

Please send us some pictures from your holiday and we will upload them to the website.

Holiday name / country	Riding safari – Luxus lodge South Africa
Date	1-9 Feb 2017

Please enter a title summarising your holiday experience

HOW WOULD YOU RATE YOUR HOLIDAY?

- Excellent
- Good
- Average
- Poor
- Terrible

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with the variety of riding, pace or terrain?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate the overall standard of the horses and tack	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the riding e.g. did it meet your expectations

The rides were lovely.

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) for comfort and facilities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How did you find the standard of the food?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the accommodation or food which you believe would be helpful

It was excellent food, just the food that I wanted.

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

Excellent Good Average Poor Terrible

Did you have all the information needed...

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
- to prepare for your holiday?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- while you were on holiday?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how we could improve the quality of pre-holiday information we send.

I am happy the way it is.

In what ways could we improve the way in which we handled your booking and payment?

Any other comments or memories to your holiday?

I had never dreamt that it was that great to stay at Ant's

Would you recommend this holiday to your friends?

- Definitely yes
- May be
- Certainly not

Would you be happy for us to include this feedback on our XXL Adventure and In The Saddle's web site or quote you in In The Saddle's holiday brochure?

(Reviews on the web site are anonymous, without any name or e-mail address)

- Yes
- No

Would you like to have an image of yourself with the feedback? Please send a picture together with this feedback form.

Please choose a nick name (This will appear on the website with your comments)

Nea

Thank you very much!



Feedback Form:



Your feedback is very important to us in order to maintain and improve the quality of our riding trips. I would be grateful if you would take a few minutes to complete our trip review form below.

If there is anything about your holiday that you would like to discuss on the phone please call us on 48 25 47 33.

Please send us some pictures from your holiday and we will upload them to the website.

Country / holiday

Sør Afrika - ridesafari - luksus

How would you describe your overall level of satisfaction with your holiday?

X Excellent Good Average Poor Terrible

Please enter a title summarising your holiday experience
 Wonderful places with high focus on service.

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input type="radio"/>	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with the variety of riding, pace or terrain?	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate the overall standard of the horses, tack and stables	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the riding e.g. did it meet your expectations
 The first few days I wondered if they have red what kind of horse I would like (I heard others in my group say the same). But they improved.

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) and facilities	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How did you find the standard of the food?	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the accommodation or food which you believe would be helpful

Very nice, homemade food every day – and cakes – sooo many cakes! ☺ Lovely food – could not stop to eat! And staff were beautiful – all big smiles and doing all to make us happy!

VAMOOS APP

How would you rate the app on your tablet / phone?

Excellent Good Average Poor Terrible I didn't download the app

Do you have any comments about the app?

I have a terrible phone that cannot handle these things – but I heard from other that the app were useful.

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

Excellent Good Average Poor Terrible

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Did you have all the information needed to plan and prepare for your holiday?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you have all the information needed to feel comfortable about your transfer and what to expect?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how we could improve the quality of pre-holiday information we send.

I really don't know – I just go to the airport with my luggage and EVERYTHING is fixed by the agent!

In what ways could we improve the way in which we handled your booking and payment?

Same as above ☺

Any other comments or memories to your holiday?

This must be the best riding-holiday ever – seeing the animals, the smells, the light – really amazing holiday!

Would you recommend this holiday to your friends?

- Definitely yes
- May be
- Certainly not

Would you be happy for us to include this feedback on our XXL Adventure and In The Saddle’s web site or quote you in In The Saddle’s holiday brochure?

(Reviews on the web site are anonymous, without any name or e-mail address)

- Yes
- No

Would you like to have an image of yourself with the feedback? Please send a picture together with this feedback form.

Please choose a nickname (This will appear on the website with your comments)

--

Thank you very much!



Feedback Form:



Your feedback is very important to us in order to maintain and improve the quality of our riding trips. I would be grateful if you would take a few minutes to complete our trip review form below.

If there is anything about your holiday that you would like to discuss on the phone please call us on 48 25 47 33.

Please send us some pictures from your holiday and we will upload them to the website.

Country / holiday	South Africa – luksus lodge
Date	02.05-11.05.15

How would you describe your overall level of satisfaction with your holiday?

Excellent Good Average Poor Terrible

Please enter a title summarising your holiday experience

Absolutely fantastic!

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with the variety of riding, pace or terrain?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate the overall standard of the horses, tack and stables	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the riding e.g. did it meet your expectations

Fantastic riding, horses, pace, terrain, game, guides - everything!

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) and facilities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How did you find the standard of the food?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the accommodation or food which you believe would be helpful

How would you rate the app on your tablet / phone?

- Excellent Good Average Poor Terrible I didn't download the app

Do you have any comments about the app?

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

- Excellent Good Average Poor Terrible

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Did you have all the information needed to plan and prepare for your holiday?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have all the information needed to feel comfortable about your transfer and what to expect?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how we could improve the quality of pre-holiday information we send.

In what ways could we improve the way in which we handled your booking and payment?

Any other comments or memories to your holiday?
Fantastic place, would love to go back

Would you recommend this holiday to your friends?

- Definitely yes
- May be
- Certainly not

Would you be happy for us to include this feedback on our XXL Adventure and In The Saddle's web site or quote you in In The Saddle's holiday brochure?

(Reviews on the web site are anonymous, without any name or e-mail address)

- Yes
- No

Would you like to have an image of yourself with the feedback? Please send a picture together with this feedback form.

Please choose a nickname (This will appear on the website with your comments)

Thank you very much!



Feedback Form:



Your feedback is very important to us in order to maintain and improve the quality of our riding trips. I would be grateful if you would take a few minutes to complete our trip review form below.

If there is anything about your holiday that you would like to discuss on the phone please call us on 48 25 47 33.

Please send us some pictures from your holiday and we will upload them to the website.

Country / holiday	South Africa – innsamling dyr
Date	14.06.2014-22.06.2014

How would you describe your overall level of satisfaction with your holiday?

- Excellent
- Good
- Average
- Poor
- Terrible

Please enter a title summarising your holiday experience
 The place was beautiful, the horses really good and well-schooled, the people so helpful and friendly and the food was worthy of any five star restaurant!

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with the variety of riding, pace or terrain?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate the overall standard of the horses, tack and stables	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the riding e.g. did it meet your expectations

There is one thing I found not so fantastic on this holiday, and that was all the waiting around on horseback. There were people there that had been on Game Cencus before, and told us newcomers a lot about what to expect. And according to them, there sounded like it would be a LOT more action going on than we experienced. During game capture, all the horses were placed way out of the way, and we could stand around for hours (literally) not seeing a single ting, not being told what was happening, and generally not having a clue of what was going on. This of course meant that the capturing went really well, and I completely understand that they don't want a bunch of newcomers on horseback riding around all over the place, but all the waiting around was very boring. There was one day with a little action (giraffe capture), but this day I was sick and could not ride.

Other than this the riding was fantastic, beautiful scenery, the horses were so pleasant to ride, we had some of the longest canters I have ever had in my 20+ years as an equestrian, and we got really close to many of the wild animals.

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) and facilities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How did you find the standard of the food?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any further comments on the accommodation or food which you believe would be helpful

The food was fantastic! All meals were so well prepared and tasted really good. Even the bush picnics were excellent, with barbecues or tapas, and of course desserts. The dinners were just as good (or even better) as anything I've ever had in a restaurant!

I had a room in the family cottage. The cottage was very beautiful and the room was nice. The only thing was that a rat liked to come in through the roof, and it didn't seem like there was anything the staff would do to stop it. The rat looked clean and healthy, like the ones you buy at a pet store, and nothing like a sewer rat, but still I would prefer to not have it in my room.

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

Excellent Good Average Poor Terrible

Very satisfied Satisfied Neutral Unsatisfied Very
unsatisfied

Did you have all the information needed to plan and prepare for your holiday?

Did you have all the information needed to feel comfortable about your transfer and what to expect?

Please indicate how we could improve the quality of pre-holiday information we send

I am always satisfied with the information I receive, if I wonder about anything it is no problem to ask and get answers.

In what ways could we improve the way in which we handled your booking and payment?

I don't know, I think it is handled well enough.

Any other comments or memories to your holiday?

Despite the things I have earlier mentioned, it was a fantastic week. One of the days I got sick and stayed in my room all day, and the staff were checking in on me, asking if there was anything I needed regularly and taking very good care of me.

I would definitely like to come back, both for Game Cencus and to try a normal week.

Would you recommend this holiday to your friends?

- Definitely yes
 May be
 Certainly not

Would you be happy for us to include this feedback on our XXL Adventure and In The Saddle's web site or quote you in In The Saddle's holiday brochure?

(Reviews on the web site are anonymous, without any name or e-mail address)

- Yes
 No

Would you also like to tell AITO (Englands association of independent Tour Operators) about your holiday?

If Yes, click this link: http://www.aito.com/feedback-opt-in.aspx?member_id=282

Yes

No

Would you like to have an image of yourself with the feedback? Please send a picture together with this feedback form.

Please choose a nickname (This will appear on the website with your comments)

Thank you very much!