

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	Castellare di Tonda – Italia
Date	7-14 October 2017

Please enter a title summarising your holiday experience

Very nice riding holiday. Beautiful area, horses and restaurant. The guides were very nice and relaxing.

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 type="radio"/>	<input checked="" 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

Very fun to try western riding. I will do it again. The horses were very responsive to the western style. I got a very nice experience with the western style. We had canters several times every day which I like. I rode two horses. When I said I wanted to change horse it was no problem. We had 1 guide when we were 4 riders and 2 guides when we were 6 riders. That is a good security in case of something happen with the riders or horses. My riding company got a kink in his back and took a shorter way back together with one of the guides.

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) for comfort	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
and facilities					
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 accommodation was old beautiful houses. A bottle of wine was waiting for us on the table. The restaurant was better than expected. Both breakfast and dinner. We could choose between red and white wine at dinner. Rose wine the last evening. That makes the little extra.

The lunch option was poor, but that was at another small restaurant; I think it was out of season. It was nice for café, wine and biscuits, and soup. But we had a car so it was no problem to go elsewhere for lunch.

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 checked="" 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.

To find the place was difficult by car. We used about 3 hours. It was so many small roads in all directions. We had GPS but it did not worked good enough because we had no speak. So the route changed all the time without we noticing it. But we arrived Florence in the morning so we had all day to find Castellare di Tonda.

I don't know if it is possible to make a better road map, but it is potential for that. Perhaps tell how many km it is to next crosspoint, junction and so.

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

Everything was fine.

Any other comments or memories to your holiday?

I enjoy Toscana and the western riding very much.

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)

Western riding.

Thank you very much!

XXL //ADVENTURE



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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	Castellare di Tonda, Italy
Date	24.-28.09.16

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

A lovely holiday which includes nice horses, great food, good hospitality and super service from staff in the stable.

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

Tuscany is beautiful to ride in and the horses are steady in the terrain. We ride in both very green areas and some more dry area. Along wine grapes and nice lakes. We had two beautiful picnic lunch, very nice food and the staff was very creative to protect us and the food from the sun.

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 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 breakfast buffet contained a good variety, ham, cheese, jam, eggs, yoghurts and cereal. The dinner was from a menu, and all I ate were very nice! The dessert was a buffet along with salad as a starter.
The place had a nice swimming pool which we used quite a lot. The water is heated by the sun and was quite fresh to get into in September.

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.

We are told to be on the airport at a time, and from thereon EVERYTHING is taken care of. Ingunn knows how long the ride to Castellare is, when lunch and riding starts, when we will be picked up going back to airport.... She even fixed the accounting and made sure the expenses were divided to everyone.

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

I HAVE NO MORE SUPERLATIVES TO DESCRIBE HOW HAPPY I AM WITH HOW INGUNN HANDLES MY BOOKING AND EVERYTHING. She should be doing this as full time occupation ☺ It is clear that she enjoys to work with this, that shows on service (which is GREAT in every levels).

Any other comments or memories to your holiday?

3,5 days of lovely riding on beautiful horses. The staff in the stable are so helpful and Franco (which instructed us) is really good to learn us a lot in short time. Marco, who is his translator is also really good to explain.

Would you recommend this holiday to your friends?

- Definitely yes
 May be
 Certainly not

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- 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)

Astrid

Thank you very much!

XXL //ADVENTURE



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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	Italy, Castellano di Tonda - Toscana
Date	24.-28. Sept 2016

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

X **Excellent** Good Average Poor Terrible

Commented [KM1]:

Please enter a title summarising your holiday experience

Fantastic nature, trails, horses, people working at the stables, accommodation, food and wine!

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	X	<input type="radio"/>	<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

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

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

X **Excellent** Good Average Poor Terrible

Did you have all the information needed...

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

Would you recommend this holiday to your friends?

- Definitely yes
- May be
- Certainly not

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- 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)

No photo, please.
You can use my name: Kari

Thank you very much!



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

Country / holiday	Italy/Castellare di Tonda
Date	24.-28. Sept

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

Very good horses, engaged guides & instructors did their very best to make us satisfied! Excellent food. Nice & clean accommodations.

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

Good riding in a lovely terrain. Really appreciated the lesson of instruction.
Would be nice with even more canters.

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 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

Excellent food & wine!!
Insect netting on the windows were not tight. This meant lots of mosquito bites during the night.

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.

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

Any other comments or memories to your holiday?

Satisfied with price level.
Very satisfied with the value & quality of my holiday.

Would you recommend this holiday to your friends?

- Definitely yes
 May be
 Certainly not

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- 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)

Happy

Thank you very much!

XXL //ADVENTURE



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

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Country / holiday	Castllare di Tondra
Date	4.09.16-28.09.16

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

XExcellent Good Average Poor Terrible

Please enter a title summarising your holiday experience

RIDING

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

Very high concern about safety in terrain riding. A bit more trot and canter would have been fun for our group.

Riding lesson not so effective with the main tutor speaking Italian, and then translated- took a lot of time. Over half of the valuable time for lessons was spent by watching one by one being taught in canter. Would have preferred more time to practise.

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 checked="" 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

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.

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

Any other comments or memories to your holiday?

Ingunn Kvamme did an excellent job during the whole holiday. Prepared us very well, and organised also during our stay. Couldn't be better!

Would you recommend this holiday to your friends?

- Definitely yes
 May be
 Certainly not

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- 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!

Thank you very much!



Feedback Form:



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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	Castellare di Tonda, Tuscany, Italy
Date	3-10 oktober 2015

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

Super riding experience in beautiful landscape on well-trained horses.

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

The staff is very, very good at combining horse and rider. They are fluent in English so there were no issues with language. If something does not work, they change immediately. Any request is being met as far as possible. Horses are very safe, and that is good because the trails might be challenging; especially when it rains. It is important that all the riders in the group have the same level of riding skills. At this trip my expectations were fully met at that point. Usually there are some beginners sneaking into the group who spoils everything. Really appreciate that this wasn't the case this time. Thank you!

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 checked="" 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

Wi-Fi is very unstable. A good Wi-Fi connection in the bar area would be an asset to the resort. There were some problems with the heating and the hot water, but these were solved without any hesitation. Beautiful view and very comfortable bed in a nice flat. But the age of the apartment drew the core down from very satisfied to satisfied. The rustic charm is an asset to me, but maybe not for everybody.

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.

The information was super and I received everything I needed in due time before the trip. The "Vamos" app is just super! And the little book was so nice.

It is difficult to improve something perfect. However I would suggest that the resort have an event manager to develop the place. Maybe there is one during summer, in that case no further actions are required. The resort has many opportunities.

Riding: Keep checking the riding skills and weather reports. I think information is more important to less skilled riders, because when it rains there are some security issues that have to be taken into consideration. A skilled rider understand, a less skilled rider will more easily complain due to lack of experience. This week I was with very nice people, but you only need one "complainer" to destroy the experience. This does not have to do with the staff, horses or accommodation at Castellare, but with expectations of the people. It is therefore important that the expectations are put at the right level before people go there.

Any other comments or memories to your holiday?

So many nice memories! The best days were when we had full days of riding and lunch out in the wood. Super food, nice people and a lot of fun and laughter. Riding through the woods, cantering in the field; you just don't want it to end.

Would you recommend this holiday to your friends?

- Definitely yes
- May be
- Certainly not

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- Yes
- No

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

If you would like to say a few words about your experience with In The Saddle on Facebook og Google + we would really appreciate it.



Feedback Form:



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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	Italia – Castellare di Tonda
Date	23-30 May 2015

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
Lovely week on horseback in Tuscany

Lovely week on horseback in Tuscany

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

The horses were very well kept, and had a good disposition. I really loved my horse "Boy". He was willing and forwardgoing, and felt very safe at the same time. I preferred the whole day rides, to the half day rides, and they were more varied. I also enjoyed that we were able to canter quite a bit. Jess – who was our guide the whole week – was a lovely woman and she should have a lot of credit for making our stay something we'll really remember.

We did the trip late may – which turned out to be a perfect time for this. Lush scenery, wonderful smells from wild flowers and nearly no insects!!!

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 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

We had some problems in the start with our room – for instance the hot water was not turned on when we arrived. It was taken care of the following day. Our apartment was quite nice, and the pool area was close by.

The food was wonderful. We enjoyed eating in the restaurant and found the waitors very attentive (especially thanks to the older male waiter – he was wonderful always making sure we had everything we needed)

The local shop had a large selection of nice Italian specialities at a very reasonable price.

We also tried the SPA, which was very modern and charming

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?

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 can't really find anything to name here – we got all the information we needed

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

Everything went smooth

Any other comments or memories to your holiday?

In the itinerary it said that on our day off we would be taken to the railway station so we could go to either Sienna or Florence. We really appreciated that you showed the flexibility to take us to San Gimignano in stead on our request. Wonderful service!

Would you recommend this holiday to your friends?

Definitely yes

- May be
- Certainly not

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(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)



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

Country / holiday	Italy Castellare di Tonda Medieval Trail
Date	23-30 May 2015

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
 Best cure for de-stress ever! Nice people, good conversations, delicious food, beautiful scenery, well trained horses and plenty of sleep. Perfect!

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

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 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

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?

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.

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

Any other comments or memories to your 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)

Rudi

Thank you very much!

XXL
Adventure

Feedback Form:

in the saddle

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	Toscana Italy
Date	20.09.2014 – 27.09.2014

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

Every day was like a fairytale. The terrain was a challenger both for beginners as well as for trained "cowboys". Fantastic view, nice villages and mystic forests made every day unique.
Excellent food and wine.
All the staff at Castellare De Tonda was friendly, and we was like a part of an "family"

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	x	<input type="radio"/>	<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"/>
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 riding was excellent. Both Jessica and Marco, our guides, gave us the possibility to feel comfortable according to each and everyone's experience

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) and facilities	<input type="radio"/>	x	<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

Excellent food and vine

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

X 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?	x	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have all the information	x	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

X Excellent Good Average Poor Terrible

Very satisfied Satisfied Neutral Unsatisfied Very
unsatisfied

**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

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

Any other comments or memories to your holiday?

Would you recommend this holiday to your friends?

- X 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)

- X 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!



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	Italy / Castellare Di Tonda
Date	17-22. september 2014

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

We had an absolutely brilliant holiday. Nice weather, beautiful scenery, nice facilities, decent horses, wonderful people and great service. We could not have had a better holiday, but it could certainly have been longer ... Great rides and fun riding lessons with western riding. I could been a week longer to take more lessons.

RIDING

Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied

Were you matched with the right X

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
level of horse for your ability?					
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	<input type="radio"/>	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) and facilities	<input type="radio"/>	X	<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

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

X 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?	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

X Excellent Good Average Poor Terrible

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

Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied

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?

It was perfect, the best holiday ever...

Would you recommend this holiday to your friends?

X 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)

X Yes
 No

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

Maria

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	Castellare Di Tonda, Italy
Date	17 -20th of september 2013

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

XExcellent Good Average Poor Terrible

Please enter a title summarising your holiday experience

A perfect "cowgirls" experience under the Tuscan sun

RIDING

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

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

Starting out with riding lessons where a good way to match us up with the horses, and get some practice in Western riding before riding in the terrain. I was very satisfied with the horses I rode, and I feel they did a good job matching us up with the right horses compatible to our abilities. I loved the trips we did through different terrain and in different pace, a great way to see the nature in Tuscany. Lunch in the forest, wading in the water with the horses, riding through vineyards and fairytale-like forests and country roads, in great company, where a dream come true.

ACCOMMODATION

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

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

More comfortable beds would be nice, but other than that it was great. Clean and nice.

ADMINISTRATION

How would you rate In The Saddle / XXL Adventure?

XExcellent 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?	X	<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?	X	<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?
Had a wonderful time with good friends and great people that we met there. Only good thing to say about the place, food, staff, horses, everything.

Would you recommend this holiday to your friends?

- X 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)

- XYes
- No

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

Beka from Norway

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	Castellare di Tonda, Italy
Date	25.05-01.06.2013

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

X Excellent Good Average Unsatisfactory

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	X	<input type="radio"/>	<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 riding was very nice, the horses were in good shape, the leader Jessica was fantastic. Some of us got lessons from Franco and Matheo, who were good teachers. Very interesting.

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

Everything was perfect, people, accommodation and food.

We will sure come back!

We were a group of 5 persons, with different level of experience. Everybody enjoyed the riding holyday.

ADMINISTRATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Did you have all the information neede to plan and prepare for your holiday?	X	<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?	X	<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

The quality was very good. Ingunn helped us with everything we asked for.

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

Any other comments or memories to your 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



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	Italy, Castellare di Tonda
Date	15-3-2013

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

- Excellent Good Average Unsatisfactory

RIDING

Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied

Were you matched with the right level of horse for your ability?

-

RIDING

Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied

Were you satisfied with the variety of riding, pace or terrain?

Please rate the overall standard of the horses, tack and stables

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

The outside terrain was very slippery and the paths eroded due to heavy rain in the weeks just before. This meant that most of the outside riding was in walking pace. The area is beautiful and with lots of riding paths. They did their best to adjust the program and do more inside lessons due to the conditions outside, so overall I am very satisfied.

ACCOMMODATION

Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied

Please rate your room(s) and facilities

How did you find the standard of the food?

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

The food was very good and varied and they did their best to satisfy all the dietary requirements of the group. The personnel were very sweet and the service very good.

ADMINISTRATION

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

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

Any other comments or memories to your 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

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	Castellare di Tonda
Date	15.-19.03.2013

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

- Excellent
- Good
- Average
- Unsatisfactory

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input checked="" 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"/>

Because it had rained so much the last few weeks before our visit the terrain wasn't the best for trail riding. The fact that we were at most 15 people in a line made things slower and more "fragmented/on&off" than I assume it usually is. I was very satisfied with the western riding instructions. As this was all new to me I thoroughly enjoyed learning about the principles and trying things out under their supervision. The last day when we split into two groups (one doing trail and the other working on western riding in the arena) was a very good day. The reduced number of people doing trail riding made things easier there, and those of us who got the extra instruction was also very happy with that choice. Jess and the others did what they could to make everything a good experience for us.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The restaurant at Castellare di Tonda was very aware about my gluten intolerance and they did what they could to find alternatives. It seemed they ran out of bread the last few days as I then was served only crackers, but all in all I was very happy with how they handled this and can absolutely recommend this place to others with food allergies. The rooms were large and comfortable, great views from the room and a good heating system (which was needed at this time a year).

ADMINISTRATION

	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"/>

**I received all the information I needed before the holiday.
The schedule changes several times before we left and it was a bit difficult to keep track of what was the current plan, but this was due to weather and trail conditions and therefore nothing anyone could cater for.**

Booking and payment was handled very well.

**This was a very different experience from what I've been a part of before. It was really great to learn about western riding, it was intriguing and I now look very much forward to doing more of that during the Montana riding holiday booked for later this year.
In the beginning it felt a bit strange that only Jess seemed to speak English, but as the days progressed the Italians also warmed up and could communicate well in English.
Everyone at Castellare di Tonda was welcoming and they took great care of us during our stay.**

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

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	Italy/Castellare di Tonda
Date	15.03-19.03.2013

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

X Excellent Good Average Unsatisfactory

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	X <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?	X <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	X <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

ACCOMMODATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Please rate your room(s) and facilities	X <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?	X <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

ADMINISTRATION

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Did you have all the information needed to plan and prepare for your holiday?	X <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?	X <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?

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

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	Italy
Date	15.03-19.03

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

Excellent Good Average Unsatisfactory

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

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

ADMINISTRATION

	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?

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

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	Italiy, Castellare de Tonda
Date	

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

x Excellent Good Average Unsatisfactory

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input type="radio"/>	<input checked="" 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

Good instructors, very nice guides.

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 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

ADMINISTRATION

	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

Very helpful agent!

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

All very good!

Any other comments or memories to your 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

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	Castellare di Tonda
Date	15-19 March 2013

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

- Excellent Good Average Unsatisfactory

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
Due to the heavy rains this winter, many of the trails were destroyed and/or muddy – but the guides showed a high attention to safety.

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 checked="" 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.
Good and sufficient food with plenty of wine. Very nice!

ADMINISTRATION

	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?

Loved the western riding ☺

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

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	Italy - Castellare di Tonda
Date	15-19 March

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

- Excellent
- Good
- Average
- Unsatisfactory

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input type="radio"/>	<input checked="" 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

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

ADMINISTRATION

	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 type="radio"/>	<input checked="" 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?

Unfortunately our baggage didn't arrive on time (not your fault) but things worked out fine .

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

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	Norge/Italia
Date	15.03-19.03

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

- Excellent
- Good
- Average
- Unsatisfactory

RIDING

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
Were you matched with the right level of horse for your ability?	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input checked="" 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

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 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

ADMINISTRATION

	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?

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

Thank you very much!