



# Satisfaction survey



Thank you for taking few minutes to answer this survey. Your opinion will be useful in order to improve the quality of our services.

1 – Date of visit : .....

2 – Have you ever been here ?  Yes (How many times, ..... )  No

3 – How have you heard of the caves ?

- Internet
- Leaflets
- Tourism office
- Word of mouth
- Press
- Social networks  
(Facebook, Tripadvisor...)
- Hôtels, Campings..
- Touristic guide
- Others : .....

4 – With whom did you get the informations before to come ?

- Internet
- Friends, family
- Others : .....
- Tourism office
- Touristic guide
- Hôtels, Campings..
- Social networks  
(Facebook, Tripadvisor)

5 – Why did you come to visit the caves ? (More than one answer possible)

- Recommended
- Interest for history
- To make it known to friends or family
- Detente
- Site was on the way
- Others : .....
- By curiosity
- Included in organized tour

6 – Give you opinion on the following criterions :

	Not satisfy at all	Rather not satisfy	Moderately satisfy	Rather satisfy	Completely satisfy
Access to the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guided tour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall appreciation of the visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 - How did you feel during the visit ?

- Privileged
- Appreciative
- Educated
- Appeased
- Amused
- Others : .....

8 - Would you recommend this visit to a friend ?  Yes  No

9 –Are you :  in holidays  week end  living nearly

10 – Have you been satisfied ?  Yes  No  
If not, why ? .....

To know you better :

Nationality : .....

Gender :  F  M

Suggestions or comments ?  
.....  
.....

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And give your email address : .....