



Day Tours Survey 2008

7. On a scale of 1 to 5, where 1 is Very Satisfied and 5 is Very Dissatisfied, how satisfied are you with the following aspect of Stagecoach Day Tours?

Quality of coaches provided in the brochure

1 2 3 4 5

7a. Why do you say that?

9. Would you wish to have any further destinations included in future tours?

Yes No

9a. If Yes please give details.

10. Do you have any comments or suggestions you would wish to feed back to the Manager responsible for the Day Tours?

Thank you for taking the time to complete this survey. Please return to any Stagecoach Travel Shop, your tour driver or returned for free to: Stagecoach East Scotland, FREEPOST RRS-GHGH-KKHU, Guthrie House, Glenfield Industrial Estate, Cowdenbeath, KY4 9HT.

Should you have any queries regarding the content or format of this survey please address them to: E Rosscraig, Research and Development Manager, Stagecoach UK Bus, Perth, 01738 642000. Should you wish to discuss particular issues regarding Stagecoach buses in your area please visit our website, www.stagecoachbus.com

Booking Form

Name of principal passenger _____

(invoice and all communications will be sent to this person)

Mr/Mrs/Miss/Ms (delete as necessary)

Date of Birth ___/___/___

Address _____

Postcode _____

Telephone (daytime) _____

Telephone (evening) _____

Booking Information Tour details

Tour 1:

To (destination) _____

From (your selected town) _____

Departure date- ___/___/___

Number of adults @£ _____ =£ _____

Number of concessions @£ _____ =£ _____

Tour 2:

To (destination) _____

From (your selected town) _____

Departure date- ___/___/___

Number of adults @£ _____ =£ _____

Number of concessions @£ _____ =£ _____

Tour 3:

To (destination) _____

From (your selected town) _____

Departure date- ___/___/___

Number of adults @£ _____ =£ _____

Number of concessions @£ _____ =£ _____

Total Amount enclosed £ _____

Payment details

Cheque (Please make payable to Stagecoach in Fife).

Credit Card (please delete as appropriate):

Visa/Mastercard/Switch/American Express

Please debit my account number: _____

security code (last three digits displayed in signature panel)

Please note booking forms without a security code can not be processed.

expiry date commencement date/issue no.

___/___/___ / ___/___/___

With the amount of £ _____

Signed: _____

Print name: _____

Travelling companion(s) (excluding principal passenger)

Mr/Mrs/Miss/Ms* _____

Mr/Mrs/Miss/Ms* _____

Mr/Mrs/Miss/Ms* _____

*delete as appropriate

Emergency contact

Please give the name, address and telephone number of someone in the UK whom we can contact in case of an emergency arising during your day tour/break.

Name _____

Address _____

Telephone _____

Please see reverse for terms & conditions.

* All reservations are subject to availability

* All details are correct at time of going to print

* Only Stagecoach booking offices will accept payment by cheque

Stagecoach East Scotland would be very grateful if you could take a few minutes to complete the following survey relating to Day Tours

Date _____ Post Code _____ Gender Male Female

Age Under 18 18-24 25-34 35-44 45-54 55-64 65+

1. How often do you take a coach tour? 2. Where do you usually buy your tickets?

Once/twice per year Stagecoach Travel Shop

Three/Four times per year By Telephone

Five/Six times per year From agent (e.g. Tourist Office)

More than six times per year Other

3. Which type of tour do you usually select? 4. How did you find out about our tours?

Standard Tour (e.g. Peebles, Oban etc) Travel Shop Website

Tour with extras (e.g. with entrance to attraction and/or meal included) Driver Local Press

No Preference Word of Mouth Other (please state)

4. On a scale of 1 to 5, where 1 is Very Satisfied and 5 is Very Dissatisfied, how satisfied are you with the following aspect of Stagecoach Day Tours?

Value for Money 1 2 3 4 5

4a. Why do you say that? _____

5. On a scale of 1 to 5, where 1 is Very Satisfied and 5 is Very Dissatisfied, how satisfied are you with the following aspect of Stagecoach Day Tours?

Choice of Tours 1 2 3 4 5

5a. Why do you say that? _____

6. On a scale of 1 to 5, where 1 is Very Satisfied and 5 is Very Dissatisfied, how satisfied are you with the following aspect of Stagecoach Day Tours?

The level of information provided in the brochure 1 2 3 4 5

6a. Why do you say that? _____

Terms & Agreements

Payment:

A booking is accepted by Stagecoach and is firm when the conditions have been signed as accepted and the tour is paid in full for each person travelling.

Cancellation Charges:

Day Tour tickets are non refundable. They can be exchanged for a future tour providing this is done at least seven full days prior to the original departure date.

Credit Card Refunds:

Should a refund be required where a booking has been made by credit card, the monies will only be refunded to the credit card.

If Stagecoach Amend/Cancel A Booking: It is unlikely that we will have to amend or cancel your tour. However, passengers are required to give a contact telephone number for every person booked on the tour. Travel Office staff will contact everyone booked on the tour as soon as this decision is taken. In accordance with EC Directive 98/314/fc all passengers are fully protected for all monies paid to us, including reparation if required, arising from the cancellation or curtailment of their travel arrangements due to the insolvency of Stagecoach Scotland Limited.

Price Guarantee:

Stagecoach guarantee that after booking your day/extended tour, the price will remain the same despite any variations in fuel costs etc.

Fares:

Concessionary fares apply for children aged 16 and under and to senior citizens on production of a National Entitlement Card.

Arrival And Departure Times:

Stagecoach makes every effort to ensure that we adhere to our running times. However we will not be liable for any loss arising from delay, or failure to operate tours in accordance with published timings. It is the passenger's responsibility to arrive at the correct joining point, as advised by Stagecoach at least 15 minutes prior to the stated departure time. Stagecoach cannot be held responsible if for any reason, the passenger fails to arrive at the joining point in good time. Breakdowns or delays as a result of traffic congestion or other events out with the reasonable control of the company may result in journeys taking longer than predicted and in those circumstances Stagecoach will not be liable for any loss or inconvenience suffered by the passenger as a result.

For The Safety and Comfort of all our Passengers:

We remind all passengers that there is a no smoking policy on all our coaches. It is intended to provide adequate breaks en-route for this purpose. The consumption of alcohol is also not permitted. Stagecoach reserves the right to refuse a booking or terminate a passenger's tour in the event of unreasonable conduct. This includes smoking or the consumption of alcohol on the coach. Full cancellation charges will apply and we are under no legal obligation for any refund, compensation or costs that may apply.

I hereby certify that I have read, understood and accept, for myself and on behalf of the others named, the terms and conditions of Stagecoach.

Signed.....

Date.....