



Saariselka.com
BOOKING



Date: _____

Name: _____

Age: 0-14 15-24 25-34 35-44 45-54 55-64 65-74
 75-84 85-

Gender: male female

Country: _____

I'm / We are
 Family
 Cross-country skiers
 Company
 Nature lovers
 Group of friends
 Other, what _____

Where did you get information about our services?
 Saariselkä brochure
 North Village brochure
 Vacation Finland brochure
 www.saariselka.fi
 www.saariselka.com
 Friends recommendation
 Travel fair
 Sport fair
 Previous experience
 Other brochure, what _____
 Other website, what _____
 Google, search words _____
 Internet society, what _____
 Discussion board, what _____
 Recommendation service, what _____
 Other source, what _____

How did you make your reservation?
 By e-mail
 By phone
 Online shop
 At the reception

Favorite activities in Lapland
 cross-country skiing snowmobiling hiking biking
 downhill skiing fishing dancing

Favorite season to visit Lapland
 winter spring summer autumn
 first snow Christmas

Please answer the questions below using the following scale
 5 = very good, 1 = very poor, ? = no experience

If you made the reservation online, please estimate the following things:

	5	4	3	2	1	?
Booking was easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product range was versatile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructions were sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your estimation about the service at North Village reception

	5	4	3	2	1	?
Tidiness in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff willingness to serve	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your estimation about the apartment

Name of the apartment: _____

	5	4	3	2	1	?
Tidiness in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of the maintenance services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content of the cabin book	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apartment met expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price-quality ratio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall rating of the apartment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend this apartment to a friend? Yes No, why _____

Did the cabin classification affect your choice of apartment? Yes No

Other services

What other services did you use:

- Equipment rental
- Activities
- Transfers
- Other, what _____

	5	4	3	2	1	?
How did these services fulfill your expectations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price-quality ratio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall rating of these services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other comments:

Thank you for your feedback!