



### VISITOR FEEDBACK FORM CONFIDENTIAL





### **BRIEF OVERVIEW**

Thank you for agreeing to undertake this important feedback questionnaire as part of your holiday to India's wilderness.

Travel Operators for Tigers (TOFTigers) is a 'voluntary' collective campaign encompassing all those involved in wildlife tourism in India. This includes international and local travel operators and agents, destination management agents, accommodation providers, local services and visitors.

The focus of this feedback form is to help us evaluate accommodation providers as part of what we call a 'Practice under Guidelines' or 'PUG' Eco audit. This questionnaire is helping us evaluate your accommodation provider's commitment to the Ecotourism 'Best practice' remit, assessing the economic, socio cultural and ecological impacts that the provider is having on their destination.

Your views, your feedback and your experiences of your accommodation provider's operations and actions give us very good information as to their working practices and are critical to the PUG Eco audit.

Time taken to fill in this questionnaire from your own experience of the services provided will be valuable information not only for us to assess your provider, but will also be important in helping TOFTigers help and support providers to improve their own operations, provide a better tourism experience for visitors to parks, and support wildlife conservation better - now and into the future.

The aim is to advocate a sustainable approach to wildlife tourism and the responsible use of wild habitat in this region, in cooperation with host communities and park authorities.

Please do not prompt answers to these questions from management or staff. We are looking for your own assessment and experiences.

The TOFTigers PUG Eco Ratings will be backed up by the lodge's own self assessment and a more formal audit.

# PLEASE USE ONE QUESTIONNAIRE PER LODGE VISITED

Acknowledgement: With thanks to Wild Asia's Responsible Visitor Feedback Questionnaire.



### PLEASE WRITE CLEARLY

Which countr	ry have you travelled from?
Name of the	tour operator or agent you travelled with from overseas.
Who are you	r local ground agents overseeing your journey?
Briefly descri type of tour c	be your trip? Wildlife / Cultural / Historic, number of days stayed, hosen, etc
4) )/	
1) Your <i>F</i>	Accommodation Provider
a)	What is the name of the accommodation provider you stayed with? (Please state full name - many lodges have very similar names)
b)	Which Tiger park in India is this accommodation provider?
c)	Did you see whether the accommodation provider displayed membership of TOFT?  ☐ Yes ☐ No
d)	Did you find TOFT Traveller's Code leaflets in your bedroom?  ☐ Yes ☐ No



# 2) Benefits to the Local Community

2)	What percentage of the staff seemed to be from the local community?				
	□ Almost All □ About Half □ Less than Half □ No one □ Not sure				
b)	How often did you interact with local people not involved with the accommodation provider?  ☐ All the time ☐ Sometimes ☐ Never				
c)	Did you learn anything about local customs, traditions or cuisine from the accommodation provider? $\begin{tabular}{ll} $\square$ Yes & $\square$ No \end{tabular}$				
d)	Did you feel that a number of the services provided by your accommodation provider were local services? (Vehicle transfers, food produce, guiding etc)  Yes No				
e)	Did the staff from your accommodation provider guide you on how to act respectfully in terms of the local culture and respect for their environment?  Yes No				
f)	From your observations, how would you rate the accommodation provider's overall effect on the local community?  □ Excellent □ Good □ Poor □ Very Poor □ Not sure				
Can you expand on your assessment to the above question					
3) Operati	ons and actions				
a)	How would you rate the accommodation provider's efforts to save energy and water?				



b)	Did you see any	Did you see any signage that asked you to save energy or water?					
	Water □ Yes	□ No					
	Energy  Yes	☐ No					
C)	Could you see evidence for recycling or proper disposal of waste?						
	Recycling	Yes	□ No				
	Disposal of wa	ste 🔲 Yes	☐ No				
d)	•	ral environmei	nt? (Use of la	provider's overa and, buildings, a			
Can yo		ur reasons for	your assess	sment to the abo	ove		
e)	Did your accombesides game		_	fer any other oviewing hides	activities		
	☐ Village visits	☐ Camping opt	tion				
	Other						
f)	If they did offer Verbally Signage	the above act Bedroom info	ormation	id they offer ther	m to you?		
g)	Were there an at your hotel?  ☐ Yes [	ıy locally made ⊒ No	e handicrafts	s or souvenirs o	on offer		



# 4) In the Park

a)	How did you rate your accommodation provider's guides and naturalists in the field?  ☐ Excellent ☐ Good ☐ Poor ☐ Very Poor ☐ Not sure					
b)	Did you receive a briefing about the parks and its rules and regulations prior to entering the park from lodge staff?  ☐ Yes ☐ No					
c)	How did you rate your driver and naturalist's responsibility and sensitivity to the wildlife and natural environment? (ie driving speeds, reaction to behaviour, conduct, noise etc)  Excellent Good Poor Very Poor Not sure					
Please	se expand on any issues you feel need commenting on.					
d)	Did your vehicle in the park have any guidebooks or field guides in it?  ☐ Yes ☐ No					
5) About \						
	What is your age?					
	<18 19-40 41-60 60>					
	What is your gender?  ☐ Male ☐ Female					



Country of current residence?	
Any other pertinent comments or observations:	_
	_
Thank you for filling in the Visitor Feedback Form. Your time is most appand important to us.	oreciated
Please do not expect a reply from these questionnaires unless we feel to have any extra information from you. The TOFTigers campaign is a organisation and does not have the resources to reply to individual unless deemed relevant to this questionnaire.	voluntary
To highlight some issue or incident you felt TOFTigers needs to address park or within your accommodation provider's operation itself please info@toftigers.org.	
This form will remain confidential and for the process of the PUG Eco a only.	udit



Completed forms should be sent back to your Tour Operator or preferably returned directly to the contact details below

#### **TOFTigers UK Office**

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TOFT India Wildlife Association is a registered charity

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