



DRIVING SUSTAINABLE DESTINATIONS



## VISITOR FEEDBACK FORM CONFIDENTIAL

Full name of lodge/resort:

Name of park:

## **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 (TOFT) 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' 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 providers operations and actions give us very good information as to their working practices and are critical to the PUG and Footprint Responsible Tourism 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 TOFT 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 TOFT PUG and Footprint 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: This assessment outline has been modified from Wild Asia's Responsible Visitor Feedback Questionnaire 2005 / 2006. This specific TOFT Feedback Questionnaire would be used for 2025 / 2026 period and TOFT would amend/modify future changes through various other external assessments.

## PLEASE WRITE CLEARLY

Which country have you travelled from?

Name of the tour operator or agent you travelled with from overseas.

Who are your local ground agents overseeing your journey?

Briefly describe your trip? Wildlife / Cultural / Historic, number of days stayed, type of tour chosen, etc

### 1) Your 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

- a) 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?

Yes / No

- 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) Operations and actions

- a) How would you rate the accommodation provider's efforts to save energy and water?

Excellent / Good / Poor / Very Poor / Not sure

- b) Did you see any signage that asked you to save energy or water?

Water

Yes

Energy

No

- c) Could you see evidence for recycling or proper disposal of waste?

Recycling Yes / No

Disposal of waste Yes / No

- d) How would you rate the accommodation provider's overall care toward its natural environment? (Use of land, buildings, aesthetics, materials etc)

Excellent / Good / Poor / Very Poor / Not sure

Can you expand on your reasons for your assessment to the above question?

- e) Did your accommodation provider offer any other activities besides game drive?

Nature walks / Bike rides / Access to viewing hides

Village visits / Camping option / Other

- f) If they did offer the above activities how did they offer them to you?

Verbally / Bedroom information / Informally

Signage / Through guides

- g) Were there any locally made handicrafts or souvenirs on offer at your hotel?

Yes / No

#### 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 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 Yourself

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 appreciated and important to us.

Please do not expect a reply from these questionnaires unless we feel we need to have any extra information from you. The TOFT campaign is a voluntary organisation and does not have the resources to reply to individual enquiries unless deemed relevant to this questionnaire.

To highlight some issue or incident you felt TOFT needs to address within a park or within your accommodation provider's operation itself please send to [admin@toftindia.org](mailto:admin@toftindia.org).

This form will remain confidential and for the process of the PUG and Footprint audit only.

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

**TOFT India Office**  
**Travel Operators For Tigers**  
**India Wildlife Association**  
A1/76, First Floor, Safdarjung Enclave,  
New Delhi, 110029, India  
Phone: +91-11-41006608  
Email: [admin@toftindia.org](mailto:admin@toftindia.org)

TOFT India Wildlife Association is a registered charity