

## ABOUT YOU

Full Name:

Address:

Accommodation (fill in ONE of the below)

Pitch Number:  Holiday Home Number:

Month holiday taken:

Telephone:

Email:

How many were in your party?

Adults (16 to 45)

Adults (over 45)

Children (up to 12)

Teenagers (13 to 16)

## WE REALLY VALUE YOUR FEEDBACK

We would very much like to hear about your stay at Pentewan Sands. Your feedback will help us improve the service we provide to our visitors.

If you return this feedback to our Reception when you check out you will be entered into a prize draw to **win the chance of a 7 night stay at Pentewan Sands in 2018.**

*Moments  
that matter...*

PENTEWAN  
**Sands**  
HOLIDAY PARK

**VISITOR SURVEY 2017**

[www.pentewan.co.uk](http://www.pentewan.co.uk)

Camping | Touring | Holiday Homes

### \*Terms & Conditions

Prize draw will take place on Friday 11th November 2017. Final entries must be submitted by Sunday 6th November 2017. Entries submitted after this date will be disqualified. One entry per party. Pentewan Sands reserves the right to check information on accommodation provided in this survey against original customer booking. The winner will be notified by Pentewan Sands Staff on Monday 14th November 2017 via telephone. The winner will be given 7 nights at Pentewan Sands based on the accommodation indicated on response submitted by visitor, either Touring Pitch or Holiday Home. Pentewan Sands will endeavour to provide the similar pitch standard and or van standard but can make no guarantees. Holiday must be taken during the 2018 season. Exclusion dates: Whitsun Half Term and main school summer holidays. There is no cash alternative. The promoter has the right to withdraw this promotion if necessary.

Fill this in and you could

**WIN a 7 night stay  
at Pentewan Sands\***

\*Terms & conditions apply, see reverse

## ABOUT YOUR STAY

Was this your first visit? Yes  No

If no, how many times have you visited before?

If yes, would you visit again? Yes  No

How many nights did you stay?

Less than 7  7  14  21  28

Were you on a Touring Pitch or in a Static Holiday Home?

Touring  Static

How did you rate the service you received from our Reception team?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you rate the cleanliness of your Static Holiday Home?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you rate the quality of the equipment in your Static Holiday Home?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you rate the facilities / quality of the Toilet Blocks?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you rate the cleanliness of the Toilet Blocks?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you rate the facilities in the Launderette?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

## ENTERTAINMENT FACILITIES

Did you visit the The Seahorse? Yes  No

If yes, how many times?

What did you visit for?

Dinner  Lunch  Breakfast  Drinks only

Swimming Pool  The Arcade  All of the above

How did you find the quality of the food at The Seahorse?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you find the service at The Seahorse?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you find the facilities in the Swimming Pool?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you rate the Children's entertainment at The Seahorse?

Excellent  Very Good  Good  Okay  Poor  Very Poor

How did you rate the Adult entertainment at The Seahorse?

Excellent  Very Good  Good  Okay  Poor  Very Poor

Do you have any other comments regarding the entertainment schedule at The Seahorse?

Did you visit the Hubbox? Yes  No

If yes, what did you visit for?

Dinner  Lunch  Drinks

How did you find the quality of the food in the Hubbox?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you find the service in the Hubbox?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

How did you find the Hideaway Pub?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

If used, how did you find the quality of the food at Pentewan Plaice?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

If used, how did you find the quality of the Pitch WiFi?

Excellent  Very Good  Good  Okay  Poor  Very Poor

If poor, please say why:

## SUMMARY

What would be the one thing that you would say about your stay at Pentewan Sands in 2017?

If you could add or change one thing at Pentewan Sands, what would it be?