

Loremi Tours Client Satisfaction Questionnaire

Dear Guest,

Thank you for choosing Loremi Tours. Your feedback is very important to us, it helps us improve our services and ensure that every guest enjoys an authentic, comfortable, and memorable experience in Uganda/Acholi. Please take a few minutes to complete this questionnaire.

1. General Information

(Optional - this helps us better understand your experience)

- Name: _____
- Nationality: _____
- Type of Tour/Experience: _____
- Date of Visit: _____

2. Booking and Communication

Please rate your satisfaction with the following aspects:

(1 = Very Dissatisfied | 2 = Dissatisfied | 3 = Neutral | 4 = Satisfied | 5 = Very Satisfied)

Aspect 1 2 3 4 5

Ease of booking process ☐ ☐ ☐ ☐ ☐

Clarity of tour information provided ☐ ☐ ☐ ☐ ☐

Responsiveness and communication before the trip ☐ ☐ ☐ ☐ ☐

Helpfulness and professionalism of staff ☐ ☐ ☐ ☐ ☐

3. Tour Experience

Aspect 1 2 3 4 5

Friendliness and knowledge of your guide ☐ ☐ ☐ ☐ ☐

Comfort and safety during transport ☐ ☐ ☐ ☐ ☐

Quality and organization of activities ☐ ☐ ☐ ☐ ☐

Opportunities for cultural learning and interaction ☐ ☐ ☐ ☐ ☐

Level of inclusivity and accessibility (for guests with varied abilities) ☐ ☐ ☐ ☐ ☐

Environmental and community awareness during the tour ☐ ☐ ☐ ☐ ☐

4. Accommodation and Meals

Aspect 1 2 3 4 5

Comfort and cleanliness of accommodation ☐ ☐ ☐ ☐ ☐

Quality and freshness of meals ☐ ☐ ☐ ☐ ☐

Hospitality of hosts ☐ ☐ ☐ ☐ ☐

Use of local and sustainable food sources ☐ ☐ ☐ ☐ ☐

5. Value and Overall Experience

Aspect 1 2 3 4 5

Value for money ☐ ☐ ☐ ☐ ☐

Overall satisfaction with Loremi Tours ☐ ☐ ☐ ☐ ☐

Likelihood to recommend us to others ☐ ☐ ☐ ☐ ☐

Likelihood to travel with us again ☐ ☐ ☐ ☐ ☐

6. Open-Ended Questions

1. What was the highlight of your experience with Loremi Tours?

2. Was there anything you feel could have been improved?

3. How did you find the environmental and cultural aspects of your tour (e.g., sustainability, community engagement, cultural authenticity)?

4. Did you find our tours accessible and inclusive for all guests? Please share any observations or suggestions.

5. Do you have any additional comments, stories, or testimonials you'd like to share?

7. Consent

☐ I agree that my feedback and/or photos may be shared anonymously in Loremi Tours' reports or promotional materials.

☐ I prefer my feedback to remain confidential.

Thank You

Your input helps us improve and continue delivering meaningful, community-based experiences that celebrate the beauty and culture of Acholi.

We truly appreciate your time and trust in Loremi Tours.