

# Tour Survey



## Background:

- June/July 2019 all members sent link to online questionnaire (SurveyMonkey)
- Separate analysis for those who did, and did not, go on 2019 tour

## Objective:

- to clarify priorities for next tour re: mode of travel, duration, cost etc
  - likes & dislikes of 2019 tour
  - reasons for not going on 2019 tour especially examine significance of cost
  - suggestions for future

## Sample:

- 43 replies completed from people who went on tour ( 40 members + 3 friends)
- 30 replies from members who did not go on tour

**Total: 73 replies**

**NB As the total sample is 73 actual numbers will be referenced not percentages**

## 2. Overall Conclusions:

*The music was great, the company was superb, but why not do it in a bit more comfort paying more if necessary.....*

### A. Those who went on the tour enjoyed it and the majority felt it was good value .

Apparent shortcomings of the hotel, coach, tour operators lack of organisation at the venues and amount of travel time relative to the length of the tour, did not appear to detract from the overall sense of its good value, but nonetheless these elements ( attributed to the tour company) came in for much criticism. (29 of 44 on the tour felt it was good or vg value)

### B. The overwhelmingly agreed plusses were:

- the company/togetherness
- concert venues ( Honfleur & Chartres)
- the music.

Also

- Rouen for it's great atmosphere & eateries.

### C. The major issues were:

- sheer amount of time spent in a not very 'luxury' coach that was poorly maintained
- the poor standard of the hotel

Both were widely criticised.

There were also comments about:

- feeling under-rehearsed leading to pressure on arrival
- inhospitable timing of travel to & from France ( leaving very early, arriving back very late –tiring days)

### D. Very little evidence of people not going on the tour due to money.

Other commitments was the overwhelming reason.(20 gave other commitments/their own mobility/just joined choir as the main reason for not going on the tour. Only 6 gave money/cost)

### 3. Overall Conclusions cont:

**E. High interest in the next tour** (61 very or quite interested)

**F. For the future it seems that our members would prefer & be prepared to pay for a bit more comfort\*.**

(61 would pay over £500: 38 @ £500-£600 and a further 23 £600 -£700 or more )

**E. Main priorities: :**

- less travel time (ie not so excessive at destination, or to get there)
- flight from local a'port or train\* (56 put *local* airport & 48 Train as their first or second choice Vs only 19 coach/ferry)
- better standard & thoroughly checked out hotel
- a tour of longer duration to have more free time to enjoy. (60 agreed to a future tour duration of 5 or 6 days)

High interest in Riga, Krakow or Sofia (subject to the above) at half term or outside school terms -both appearing equally attractive periods.

**H. There was a general feeling that the tour operator had let us down** & some questioned whether to use an operator in the future, or organise it ourselves by forging our own links.

\*These are the views of the majority but in planning the next tour consideration should be given to the small number who may wish to travel alternatively & meet at the destination ( eg not fly), and for the few who might need financial help/a less expensive option to participate.

## 4. Suggestions for future

Suggestions came mainly from those who went on the 2019 tour & related to issues on the amount of travel/rehearsals/ poor tour operator/hotel etc:

- **A free day/longer duration/more free time there/less travel time**  
*“A base location that ideally does not involve so much travel to concert venues”*  
*“I would think twice about going on a tour that involved so much coach travel again”*
- **Pre-Tour rehearsals:** better planned to take the strain off rehearsals on arrival / worked in with more Wednesdays beforehand.
- **Better Hotel** – better quality & more scrutiny of it’s facilities/reputation/location
- **If use a Tour Operator again** – use better one/more scrutiny & checking  
*Or “do not use but do it ourselves”. Use” links with local choir / connections” or ‘personnal recommendations”*

A few isolated suggestions for **other destinations** based on experience ( other choirs/orchestras) included the UK, Venice & Padova, N. Spain, Bratislava