



**Satisfaction enquiry
Label FAMILLE PLUS montagne
Winter season 2011-2012**

Ski resort : _____

Stay from ____ / ____ / ____ till ____ / ____ / ____ Date :

You stayed in a certified ski resort "Label FAMILLE PLUS Montagne". This label is awarded to ski resorts offering high quality services to families and children. To improve our offer and to try to offer you more satisfaction, we thank you for answering the following questions:

Do you know the label « FAMILLE PLUS Montagne » YES NO

If yes - how ?

Did you choose the resort because of the label « FAMILLE PLUS Montagne » YES NO

1 - General notice on the reception of families (Tourist office, accommodation, restaurant, transportation...)

Review of 0-10
0 Not good – 10 Excellent

0	1	2	3	4	5	6	7	8	9	10
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Thank you for your comments and suggestions.

2 – Day nursery (children from 0 to 4/6 years old) : Did you use the day nursery service ? YES NO

Review of 0-10
0 Not good – 10 Excellent

0	1	2	3	4	5	6	7	8	9	10
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Thank you for your comments and suggestions.

3 – Snow Kindergarten : Did your children go the snow kindergarten? YES NO

Review of 0-10
0 Not good – 10 Excellent

0	1	2	3	4	5	6	7	8	9	10
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Thank you for your comments and suggestions, specify to which kindergarten they went (if several kindergarten)?

4 – Children's club (children from 4 to 12 years old) : Did your children go to the children's club? YES NO

Review of 0-10
0 Not good – 10 Excellent

0	1	2	3	4	5	6	7	8	9	10
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Thank you for your comments and suggestions.

5 – Ski school : Did your children go to the ski school ? YES NO

Review of 0-10
0 Not good – 10 Excellent

0	1	2	3	4	5	6	7	8	9	10
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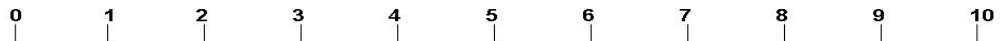
Thank you for your comments and suggestions, specify the name of the ski school.

6 – Sledge area: Did you practice the sledge area?

YES NO

Review of 0-10

0 Not good – 10 Excellent



Thank you for your comments and suggestions.

7 - Ski area: What do you think about the beginner's areas, tariffs, services (restrooms, picnic area, funds ...)?

Review of 0-10

0 Not good – 10 Excellent

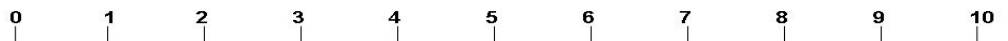


Thank you for your comments and suggestions.

8 – Family Entertainment: What do you think about the activities offered to families?

Review of 0-10

0 Not good – 10 Excellent



Thank you for your comments and suggestions.

Family composition

Number of children participating in your stay: Age of the children:

Please clarify the family relationships between the present adults and the children during the stay.

Ex: father + grandmother, father + mother-in-law, mother + father-in-law, father + mother.

Your suggestions and comments for better hospitality:

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How to become a Test Family

If you want to become a test family for one of the "FAMILLE PLUS montagne" destinations, thank you for giving your details. A test family will give a detailed account of its experience in the resort. We will keep you informed of the evolution of the label and send you tips and news.

Name: First name:

Tel.: E-mail :

Thank you for answering this requiry form, we hope you had a good stay.

Please deposit this requiry form at the following service:

Votre logo