

Advanced Reservations

Coast & Country Cottages now accept reservations for any listed property up to 50 weeks in advance subject to availability.

Advanced reservations (of up to 28 days maximum) can only be made in person, by telephone or by e-mail, and are limited to one per customer.

The advanced reservation is NOT a guaranteed booking and is subject to confirmation of dates and availability by owners (usually in September/October each year).

When availability and prices are confirmed by the agency, all customers with an advanced reservation will be asked to complete a booking form and forward a deposit as per the current procedure.

Re-Booking Option

Coast & Country Cottages offer the option for all customers to re-book the same property for the same holiday period a year ahead. This option lasts until 14 days after the confirmed date of departure, after which time the property/dates will be made available for other customers to reserve.

If you wish to reserve the same property for the equivalent period next year please contact the relevant office during your holiday or within 14 days of departure. If we do not hear from you within this period we will assume you have different plans for next year and make the dates available for other customers.

Please remember that an advanced reservation is NOT a guaranteed booking and is subject to confirmation of dates and availability from the owners.

Your Comments

If you would like to make an overall comment on your holiday, please complete this section. If you are happy for us to use your comments for marketing purposes please tick the box

www.coastandcountry.co.uk

Reserve this property for next year **NOW!**



Please leave your questionnaire in your property or drop it into the Salcombe or Dartmouth office if you are returning keys. Alternatively if you prefer to take it home with you to complete and post back later, you will find a Freepost envelope in the information folder to assist you, or you can complete online by visiting www.coastandcountry.co.uk. Don't forget to complete your personal details at the bottom of this page!

Coast & Country Cottages
Marketing Team
Hannaford's Landing
Island Street
Salcombe
Devon TQ8 8FE
Tel: (01548) 843773
Email: marketing@coastandcountry.co.uk

Your Name _____
Name of Property _____
Date of Arrival _____
Your Booking Reference _____
Email Address _____

Reserve this property for next year **NOW!** See inside

WIN!
A £50 holiday voucher



How was it for you?

To assist with maintaining a high standard of customer service and to ensure that our holiday properties meet with your expectations, we greatly value your comments and feedback. Please do take a few minutes to complete this guest questionnaire as on receipt of this **you will be entered into a monthly prize draw with a chance of winning a £50 Coast & Country Cottages voucher.**

Andrew & Karen Jones
Partners, Coast & Country Cottages

Reserve this property for next year **NOW!** See inside



Your Holiday Accommodation

First Impressions	Excellent	Good	Average	Poor
Directions to property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Key collection / Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of your holiday property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welcome / Information Folder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Accommodation Standards	Excellent	Good	Average	Poor
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decoration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lounge/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bedroom/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any additional facilities or equipment that would have added to the enjoyment of your stay at this property?

Would you consider booking this property again in the future?

Yes No

If not, please tell us why

Fix it please?

Please describe here anything that you consider requires prompt action?



Your Holiday

How do you rate your holiday overall?	Excellent	Good	Average	Poor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Value for money	Excellent	Good	Average	Poor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How was the weather?	Excellent	Good	Average	Poor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What do/did you like most about your holiday?

Is there anything you don't/didn't like about your holiday?

Were your holiday expectations ...

Exceeded Satisfied Not Met



Our Service

<i>Coast & Country Cottages</i> aim to provide an excellent service. With this in mind how would you rate the following:	Excellent	Good	Average	Poor
Overall friendliness of our staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall helpfulness and efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brochure/website description of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Holiday administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other comments you would like to make regarding our service?



Future Holidays

By answering the following you will help us improve our service in the future.

Which month do you usually make your holiday booking?

What time of year do you prefer to take a holiday or short break in the South Hams?

Do you have a preferred location/s? (Dartmouth/Salcombe/South Hams Coast and Countryside)

When choosing your holiday property what factors are most important to you? Please tick all that apply.

Price	<input type="checkbox"/>	Parking	<input type="checkbox"/>
Location	<input type="checkbox"/>	Dog-Friendly	<input type="checkbox"/>
Standard of Accommodation	<input type="checkbox"/>	Baby-Friendly	<input type="checkbox"/>
Views	<input type="checkbox"/>	Luxury Collection	<input type="checkbox"/>
Other (please specify)			

How do you prefer to book your holiday?

Phone Email Post Online

Have you visited our website?: www.coastandcountry.co.uk

Yes No

If yes, how would you rate our website?	Excellent	Good	Average	Poor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you receive our monthly Email Newsletter?

Yes No

If not, would you like us to keep you updated with offers, news and new property information?

Yes No Email address: _____

Would you recommend *Coast & Country Cottages* to your friends and family?

Yes No

Do you have any friends or relatives that you would like to introduce to *Coast & Country Cottages*? Please write their name and address here and we will send them a free brochure

Please complete your name, email and holiday details on the back page