

WHAT WOULD YOU LIKE TO SEE IN THE FUTURE ON A NEW SCILLONIAN FERRY?

We are currently starting to evaluate customer requirements for a replacement ship.

17 Please rate the following benefits in order of their importance for a new ship (Scillonian IV):
(Please rank from 1 - 5, with 1 being the most important)

- | | |
|---|--|
| <input type="checkbox"/> Cost / Value for money | <input type="checkbox"/> Improved comfort in rough sea conditions |
| <input type="checkbox"/> Shorter journey time | <input type="checkbox"/> More frequent or convenient sailing times |
| <input type="checkbox"/> Improved range of on board facilities and services | |

18 How important are each of the following factors to you?

	Not at all important	Not important	Neither	Important	Very important	Don't know
More frequent crossings						
Different timings for crossings						
Greater comfort of seating indoors						
Greater comfort of seating outdoors						
A premier lounge / zone available to pre-book (for additional cost)						
More information and entertainment on TV screens						
Children's entertainment area						
Availability of 'quiet' areas						
Improved choice of food and drink						
Improved Internet / Wi-Fi access throughout the journey						
Greater luggage allowance						
Dog friendly zones / seating areas						
Other - please comment:						

19 What would be the ideal sailing times for your needs? (Please tick one preference in each column)

Departure times	Leaving Penzance	Leaving St Mary's
8 am – 10 am		
10 am – 12 noon		
12 noon – 2 pm		
2 pm – 4 pm		
4 pm – 6 pm		

20 Are there any other comments you would like to make in regards to the topics raised?



Thank you very much for taking the time to complete our survey.

Please hand the completed survey to a member of the crew on the gangway as you depart the ship today or post it in one of the boxes located in the café areas.

If you would like to be entered into the prize draw to win one of ten hampers of Isles of Scilly produce and each including free travel vouchers for two people, please include your name, email address and mobile phone number opposite so that we can inform you if you are a winner.

Name: _____

Email: _____

Mobile Phone number: _____

www.islesofscilly-travel.co.uk



WIN

Your chance to win free travel vouchers and an Isles of Scilly Produce Hamper!*

ISLES OF SCILLY TRAVEL SCILLONIAN III QUESTIONNAIRE

Welcome on board the Scillonian III. We hope you enjoy your journey with us today. We are keen to know what you like about the current experience and what you think could be improved.

Please give us your feedback by completing this short survey. Once completed, please hand it back to a member of the crew on the gangway as you depart the ship today or post it in one of the boxes located in the café areas.

In return, we'll enter you into a prize draw to win one of ten hampers of Isles of Scilly produce and each including a pair of free travel vouchers for two people.

FIRSTLY, PLEASE TELL US A LITTLE ABOUT YOURSELF

01 Are you?

- Male Female

02 What is your age?

- 18 to 24 45 to 54
 25 to 34 55 to 64
 35 to 44 65 or over

03 Where do you live?

- Isles of Scilly

UK

Please tell us the first part of your home postcode (e.g. TR10)

Another country

Please tell us which country and your home town

04 How many times have you travelled to or from the Isles of Scilly within the last 5 years?

- This is my first time Once
 Twice Three times
 More than three times

05 How long did you stay this time?

- On a daytrip 3+ weeks
 Less than a week I'm an island resident
 One week
 Two weeks

06 On which Island did you stay this time/are you resident?

- St Mary's Tresco
 St Martins Bryher
 St Agnes

07 What is the date of your crossing today?

*Please see www.islesofscilly-travel.co.uk/scillonian/prizedraw for prize draw terms & conditions.

WE WOULD NOW LIKE YOU TO THINK ABOUT YOUR EXPERIENCE TRAVELLING ON THE SCILLONIAN III...

08 How would you rate the following services when preparing for your journey? (Please tick)

	Very Poor	Poor	Average	Good	Excellent	Don't know/ Not applicable
Ease of online booking						
Ease of booking over the phone						
Ease of booking via the travel centre						
Travel information provided and/or available online						

09 And how would you rate the following services for each of the quays for your most recent journey?

St Mary's Quay	Very Poor	Poor	Average	Good	Excellent	Don't know
The check-in experience						
Time of crossing						
The boarding experience						
The luggage drop and collections service						
Customer service						

Penzance	Very Poor	Poor	Average	Good	Excellent	Don't know
The check-in experience						
Time of crossing						
The boarding experience						
The luggage drop and collections service						
Customer service						

10 How would you rate the following services on board the Scillonian III?

	Very Poor	Poor	Average	Good	Excellent	Don't know
The passenger information and signage						
The public announcements						
Information on the ship regarding things to see and do on Scilly						
The helpfulness and courtesy of the ship's crew						
The range of the food and drinks available						
The quality of the food and drinks						

If you have any comments on how you would like us to improve options for food and drink on board the Scillonian III, please tell us here:

11 Which area(s) did you sit in whilst on board?

- Top deck (outside seating only) Upper deck (outside seating)
 Upper deck (indoor seating) Main deck (indoor seating only)
 Lower saloon (indoor seating only)

12 And how would you rate the facilities on board the Scillonian III?

	Very Poor	Poor	Average	Good	Excellent	Don't know
The choice of seating areas						
Availability of seating in the area you wanted						
The comfort of the seating area(s) you chose						
Accessibility of toilets/washrooms						
Quality and cleanliness of toilets/washrooms						
Facilities and access for disabled people						
Facilities for children						

13 How was the sailing experience, taking into account the weather and sea conditions today?

- Very poor Poor Average Good Excellent

14 Is this your outbound or return journey?

- Outbound (Go to Q16) Return (Go to Q15)

15 How does this journey compare to your outbound journey?

- Much better Better Same Worse Much worse

If the return journey was better or worse, please explain why!

16 On a scale of 0 to 10 (where 0=not at all likely and 10=extremely likely) how likely are you to recommend travelling with the Scillonian III to your friends and family?

- 0 1 2 3 4 5 6 7 8 9 10

Please tell us one thing that we could improve that would have made your sailing experience better.

