

**CUSTOMER PROBLEMS, OBSERVATIONS & COMMENTS FORM**

Name: \_\_\_\_\_

Booking Reference: \_\_\_\_\_  
(If known)

Lead Name on Booking: \_\_\_\_\_  
(If different to above)

Postcode: \_\_\_\_\_

House Name / No: \_\_\_\_\_

Contact Tel: \_\_\_\_\_

Tour: \_\_\_\_\_

Date of Departure: \_\_\_\_\_

**Problem(s), Observation(s) / Comments(s):**

Relating to: Vehicle  Driver  Journey  Itinerary  Accommodation  Other

**Details:**

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**Action You Took in respect of the above whilst on Holiday:**

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**Did You Inform:**

Tour Driver  Hotel Duty Manager  Majestic Head Office

**Have you Travelled with Majestic Before?** Yes  No

**Will you consider Travelling with us Again?** Definitely Yes  Definitely No   
Unsure at Present

Date of Completion: \_\_\_\_\_

**please see page 2**

Thank you for taking the time to forward your comments on to us, as it is only through this type of client feedback that we can monitor and improve our standards of service for the future.

Once this form is received by us we will make every effort to forward a response to you within 14 days however this is subject to us obtaining all of the relevant information and completing any necessary investigation, therefore response times may be longer.

As always we assure you of our best attention at all times.

***Majestic Customer Services***