

# SAFETUR

## “Practice based training tool for

## **Safety and Security**

## in European rural tourism”

2012-1-LV1-LEO05-03389



# SAFETUR project

**Project duration:** 01.10.2012 - 30.09.2014

**Project goal:**

improved training in Safety and Security at workplace and for clients, to increase the competitiveness, trust, reliability of rural tourism initiatives in Europe.

**Project target group:**

rural tourism service entrepreneurs  
VET institutions

# Safetur project results

- **Safety&Security case study** – best practice examples of RT in Europe, customer feedback and rural tourism service provider survey's
- **Handbook "Your rural tourism business - run it smart"**
- **Web tool**
  - online self evaluation
  - Web tool - Inspection manual
  - Web tool - Virtual training in Safety& Security
- **European Rural Tourism Workshop in Safety - 2014**

# Project partners

- **Latvian** Country Tourism Association "Lauku ceļotājs"
- **Norwegian** Rural tourism and local food "HANEN"
- **Bulgarian** association for alternative tourism BAAT
- **European** Federation of Rural Tourism – EuroGites
- Red Andaluza de Alojamientos Rurales (**Spain**)
- **Lithuanian** Countryside Tourism Association of Lithuania
- Farm Stay **UK** Limited

# Customer Feedbacks

<https://docs.google.com/spreadsheet/ccc?key=0AtFqfSUXLt1PdDFaRXRUZndRa0dMVEFaYWpsNFFuZkE&usp=sharing>

Total 573 feedbacks were analysed in project partner counties:

- Latvia 97
- Norway 60
- Spain 96
- Lithuania 96
- UK 97
- Bulgaria 127

itySurvey

Labot Skatīt Ievietot Formāts Dati Rīki Veidlapa (579) Palīdzība Tikai apskate

Komentāri

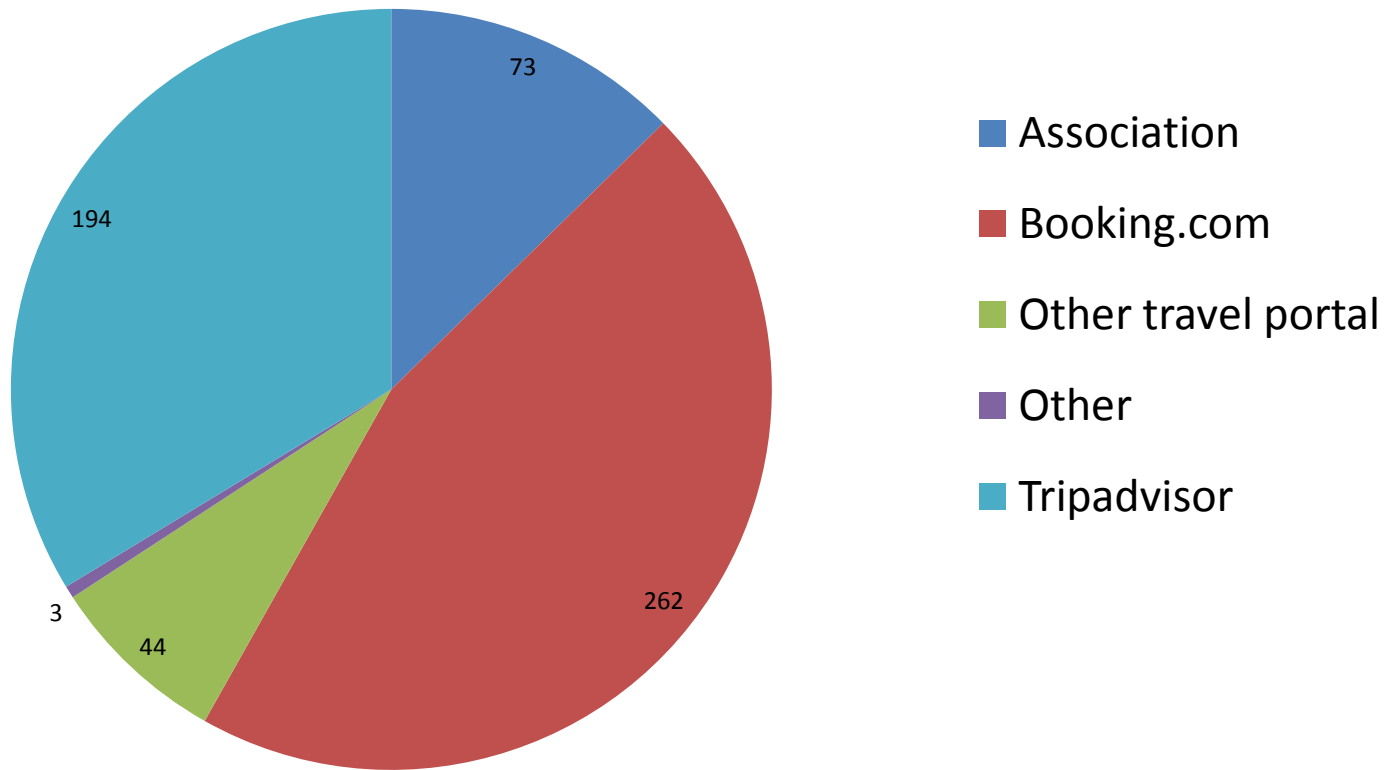
Country	Business type	Business size	Source of feedback	Reference link to the feedback	Original feedback text	Date of feedback (dd.mm.yyyy)	Abstract in English	Relates to following positive security aspects	Other positive security feedback	Relates to following negative security aspects
Lithuania	Serviced accommodation (B&B, guesthouses, etc)	Medium (11-30 beds or relative size for activity providers)	booking.com	<a href="http://www.booking.com/hotel/lt/asmonienas-sodyba.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4">http://www.booking.com/hotel/lt/asmonienas-sodyba.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4</a>	Rami tvarkinga gyvenvietė gražiame gamtos kampelyje. Puikiai sutvarkyta aplinka. Kuras, skanus pusryčiai. Užės pusėje nuolat gaudžia kažkoks elektros variklis. Kurius trikdė ramybę vakare, buvo girdimas naktį. Langai ir stoglangis galėtų būti su tinkleliais.	10/06/2012	calm and clean place. Delicious food. On the after side of river we constantly heard some electric motor sound which disturbed our rest at the evening. Windows and dormer need some grids.	Clean rooms, Good catering		missing/broken equipment (light in room, missing night damaged foot-bridge)
Lithuania	Serviced accommodation (B&B, guesthouses, etc)	Medium (11-30 beds or relative size for activity providers)	booking.com	<a href="http://www.booking.com/hotel/lt/asmonienas-sodyba.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4">http://www.booking.com/hotel/lt/asmonienas-sodyba.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4</a>	Very nice place to rest and enjoy. The light waken you up early due to lack of curtains.	29/05/2012			nice place	missing/broken equipment (light in room, missing night damaged foot-bridge)
Lithuania	Serviced accommodation (B&B, guesthouses, etc)	Medium (11-30 beds or relative size for activity providers)	booking.com	<a href="http://www.booking.com/hotel/lt/asmonienas-sodyba.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4">http://www.booking.com/hotel/lt/asmonienas-sodyba.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4</a>	Very nice home with beautiful gardens. Included breakfast was wonderful. There were no screens on the windows and the mosquitoes were a major problem at night.	23/06/2012		Good catering	Beautiful environment	missing/broken equipment (light in room, missing night damaged foot-bridge)
Lithuania	Self-catering (cottages, etc)	Medium (11-30 beds or relative size for activity providers)	booking.com	<a href="http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4">http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4</a>	Šilta, jauki aplinka. Labai skanus naminis maistas už papildomą mokestį (pusryčiai, vakarienė). WC bendras keliems kambariams.	26/06/2012	Comfortable/ cozy environment. Very tasty homemade food for additional fee (breakfast and dinner). Toilet is common to several rooms.		Comfortable environment, tasty food for additional fee	
Lithuania	Self-catering (cottages, etc)	Medium (11-30 beds or relative size for activity providers)	booking.com	<a href="http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4">http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4</a>	Šeimininkai labai šilti, malonūs žmonės. Sodyboje ramioje aplinkoje labai gerai pailsėjome. Ponas Stasys parodė Raudonės miestelio lankytinas vietas, papasakojo pilies ir malono gyvavimo istoriją.	23/07/2012	Owners are really warm and kind persons. We had good holidays in calm place. Owner showed some famous places and told us the history of the castle.		kind owner, calm place	
Lithuania	Self-catering (cottages, etc)	Medium (11-30 beds or relative size for activity providers)	booking.com	<a href="http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4">http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4</a>	Very friendly hosts, though they spoke no English only German as far as I could tell. Well equipped kitchen, lovely big garden and nice big room. Grocery and booze shop within 50 yards open till 8pm. Nice outside covered area for sitting. Very reasonable price. I liked it. Wifi only worked on the front lawn, lucky it was not raining!	14/07/2012			Friendly hosts, well equipped environment, reasonable price	missing/broken equipment (light in room, missing night damaged foot-bridge)
Lithuania	Self-catering (cottages, etc)	Medium (11-30 beds or relative size for activity providers)	booking.com	<a href="http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4">http://www.booking.com/hotel/lt/astasio-balkeivicius-homestead.lt.html?gclid=2eba74a65553cea02929e539e9901d_blockdisplay4</a>	Friendly and welcoming. Use of pleasant garden. Option to self cater or be catered for. Kitchen facilities were limited.	09/08/2012			Friendly, options to self cater or be catered for.	missing/broken equipment (light in room, missing night damaged foot-bridge)
Lithuania	Serviced accommodation (B&B, guesthouses, etc)	Large (>31 beds or relative size for activity providers)	tripadvisor.com	<a href="http://www.tripadvisor.com/Hotel_Review.g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#REVIEWS-g088791-d1901401-r140332878-Reviews-Resendencia_Girele_Ratai_Mariampole_Mariampole_County.html#REVIEWS-g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#CHECK_RATES">http://www.tripadvisor.com/Hotel_Review.g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#REVIEWS-g088791-d1901401-r140332878-Reviews-Resendencia_Girele_Ratai_Mariampole_Mariampole_County.html#REVIEWS-g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#CHECK_RATES</a>	nice staff, very clean and cozy. i like very big rooms, everything new, while hotel is new-special good feeling - comfortable atmosphere, real turkish sauna- can be little big bigger, but for us - 4 people was unforgettable- we take sauna only for us.)	02/06/2012		Clean rooms	nice staff, everything new	
Lithuania	Serviced accommodation (B&B, guesthouses, etc)	Large (>31 beds or relative size for activity providers)	booking.com	<a href="http://www.tripadvisor.com/ShowUserReviews.g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#CHECK_RATES">http://www.tripadvisor.com/ShowUserReviews.g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#CHECK_RATES</a>	This has fairly basic facilities, reasonably clean but very small rooms. The restaurant was adequate, don't expect gourmet and breakfast is exceedingly basic and you get the feeling they aren't really interested in offering breakfast. It is \$15.00 Lts extra, no menu and not offered until 9 am. The grounds are brilliant and would be perfect if you have young children although tack some mozzie spray. There are pigs, rabbits and sheep plus a playground and sandpit. It was a good stop driving from Latvia to Vilnius, wanting to visit the Hill of Crosses (a lovely 20-30 minutes walk from Girele) and unfortunately wished we had requested a visit to the airport to see the old soviet planes. This has to be organised 1 week minimum in advance. Will do that next time. Basic accommodation but priced accordingly. Small rooms, fortunately we carry our own pillows and take mozzie spray.	15/09/2012				smell (smoking place too house, kitchen smell in room, ventilation)
Lithuania	Serviced accommodation (B&B, guesthouses, etc)	Large (>31 beds or relative size for activity providers)	booking.com	<a href="http://www.tripadvisor.com/ShowUserReviews.g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#CHECK_RATES">http://www.tripadvisor.com/ShowUserReviews.g088791-d1901401-r140332878-Girele_Siauliai_Siauliai_County.html#CHECK_RATES</a>	This hotel is very economic, we have stayed on more expensive camp sites! Its fairly quiet and quite remote. We stayed there specifically to visit the Hill of Crosses. Which we did, it's just down the road and well worth the visit. Stopped off here midday visited the hill of crosses in the afternoon then on to Riea the next day. Seems to me most people lust	01/09/2012		Good accessibility	quiet place, good price	missing/broken equipment (light in room, missing night damaged foot-bridge)

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# Source of feedbacks



# How we grouped the feedbacks

## Positive security aspects

- Good accessibility
- Clean rooms
- Easy to find
- Safe environment for children
- Good catering
- Other (possibility to add)

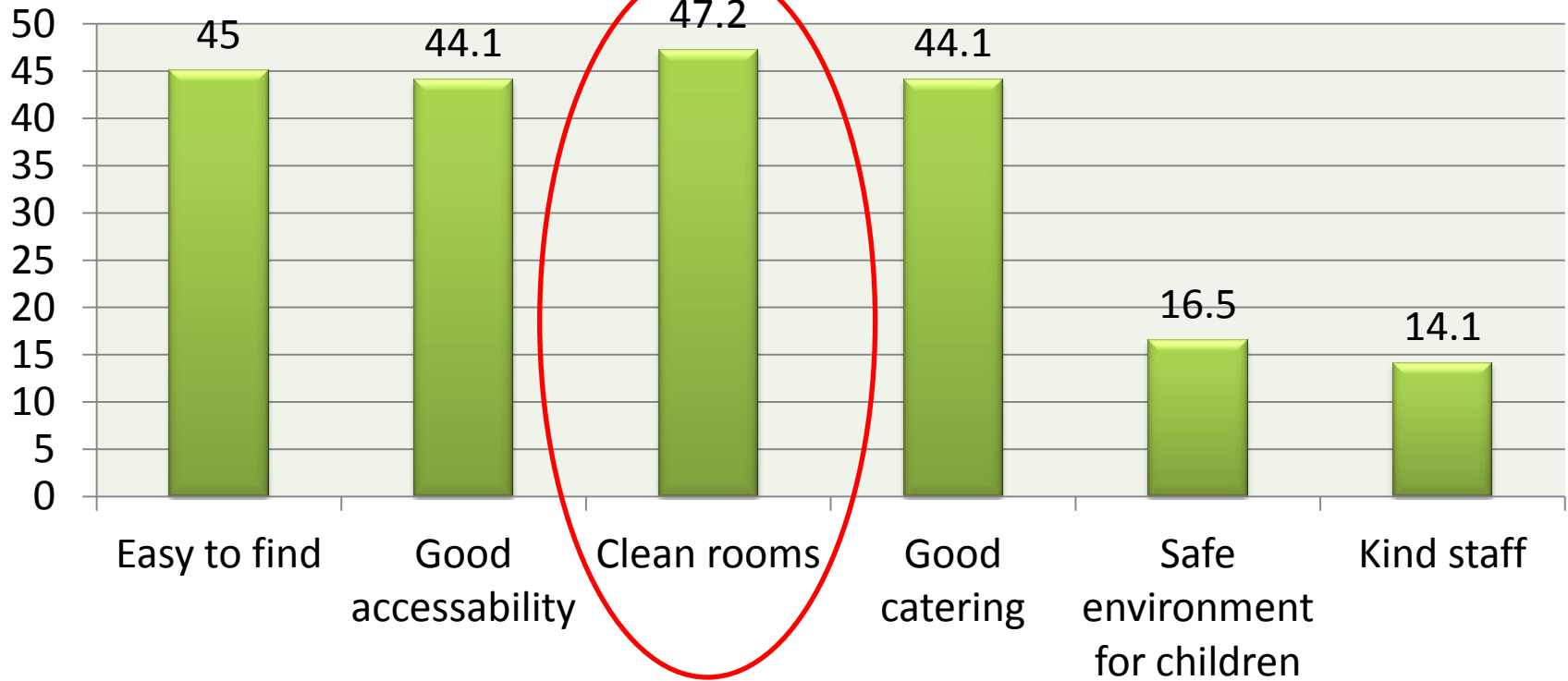


# Negative security aspects

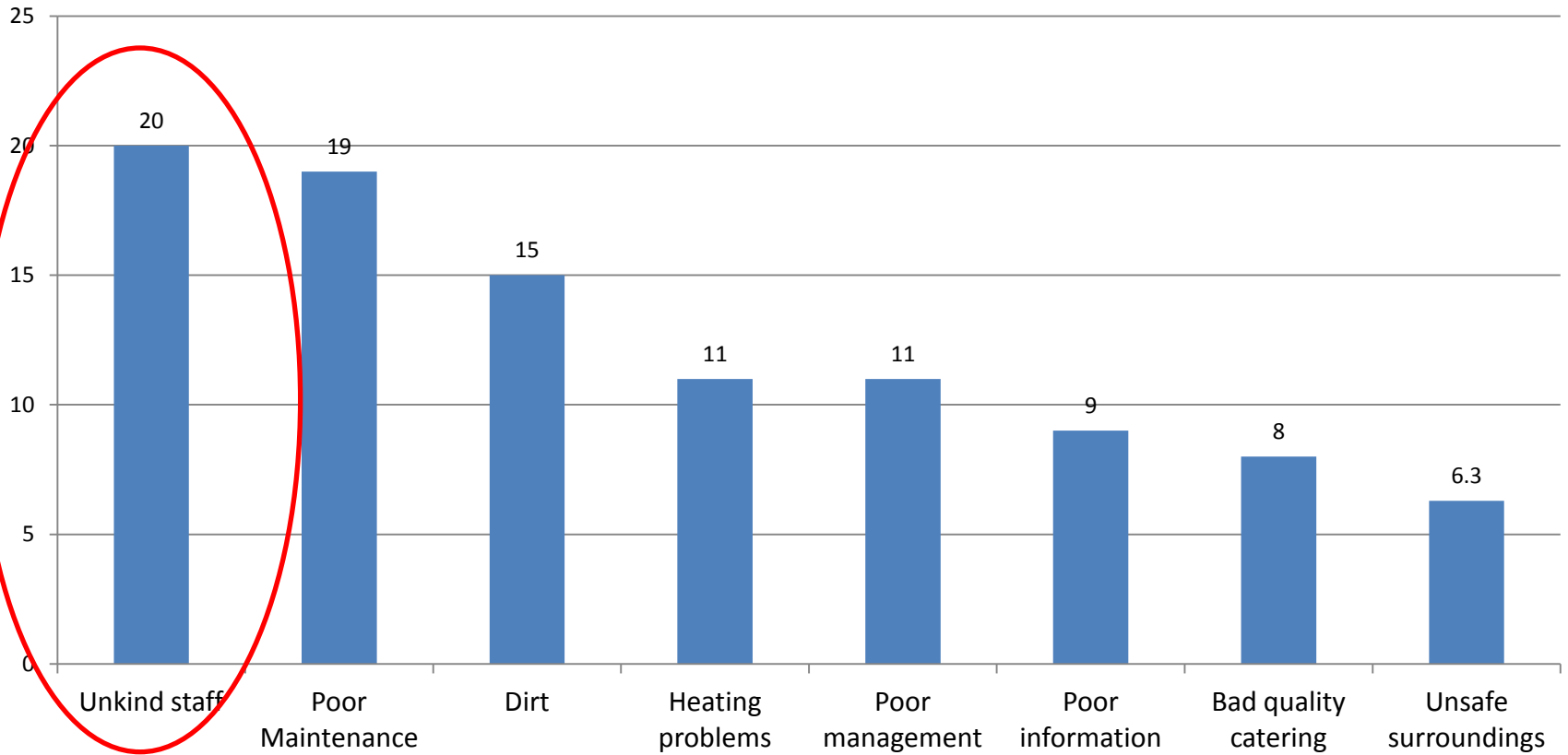
- **Unkind owners/staff**
- **Poor maintenance** - broken tiles in bathroom, missing night lamp
- **Cleanliness problems**
- **Poor information** - no information on road quality, missing road signs (hard to find)
- **Unsafe surroundings** - no light in yard, next to motorway with live traffic
- **Bad quality catering**
- **Activities with poor equipment** - no bicycle repair kit, bicycle has not been repaired since previous guests
- **Pets** - dogs not kept in enclosed areas, dog attacks a child
- **Water quality** - water from tap smells of sewage
- **Uncomfortable** (heating problems)
- **Odors** - smell of sewage in bathroom, cigarette smoke in room (non smoking room)
- **Unconsidered building design** - steep stairs, not suitable for seniors
- **Unsafe activities for children** - pond next to house
- **Other** (possibility to add) - bad road quality, missing mosquito nets, noise

## Positive security aspects in Bulgaria

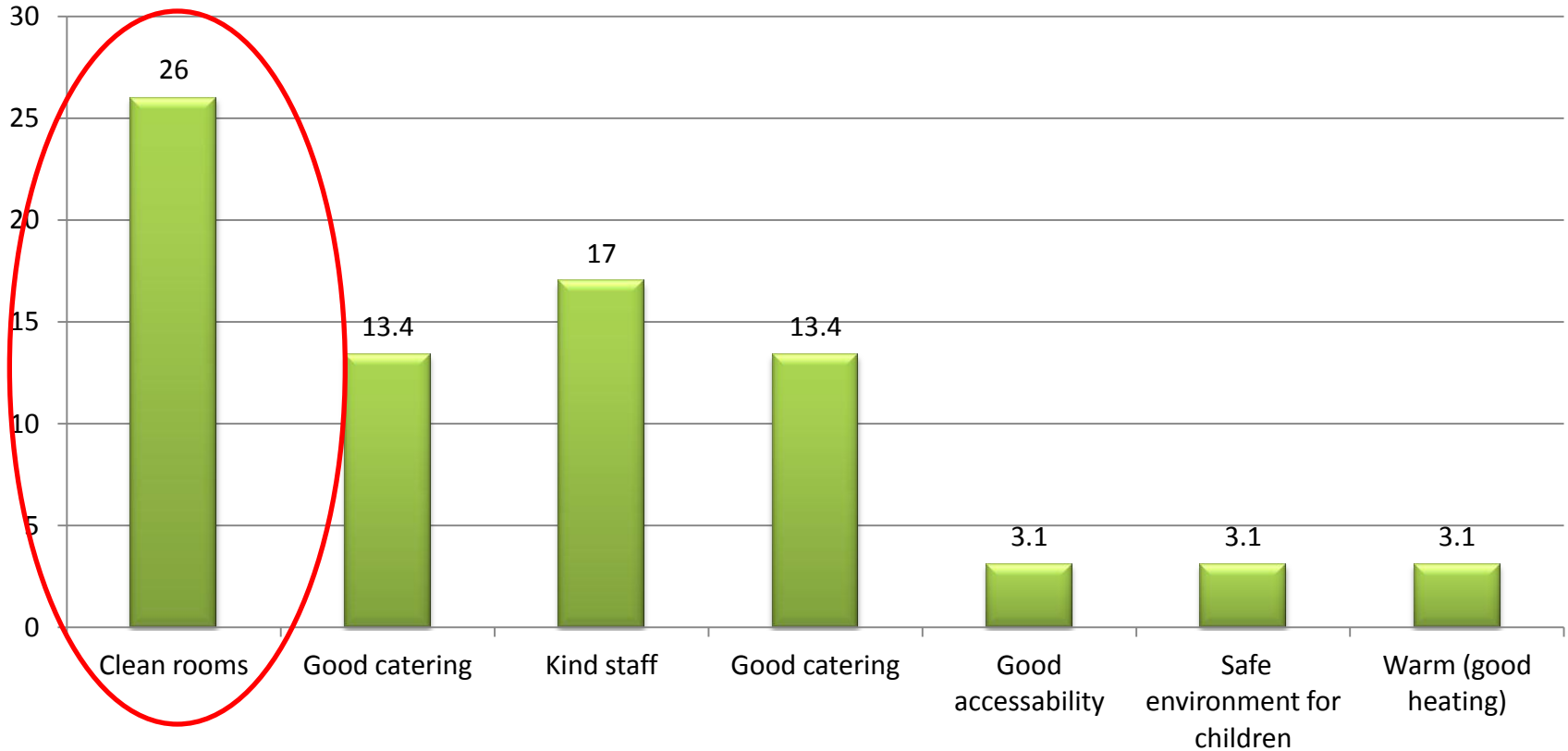
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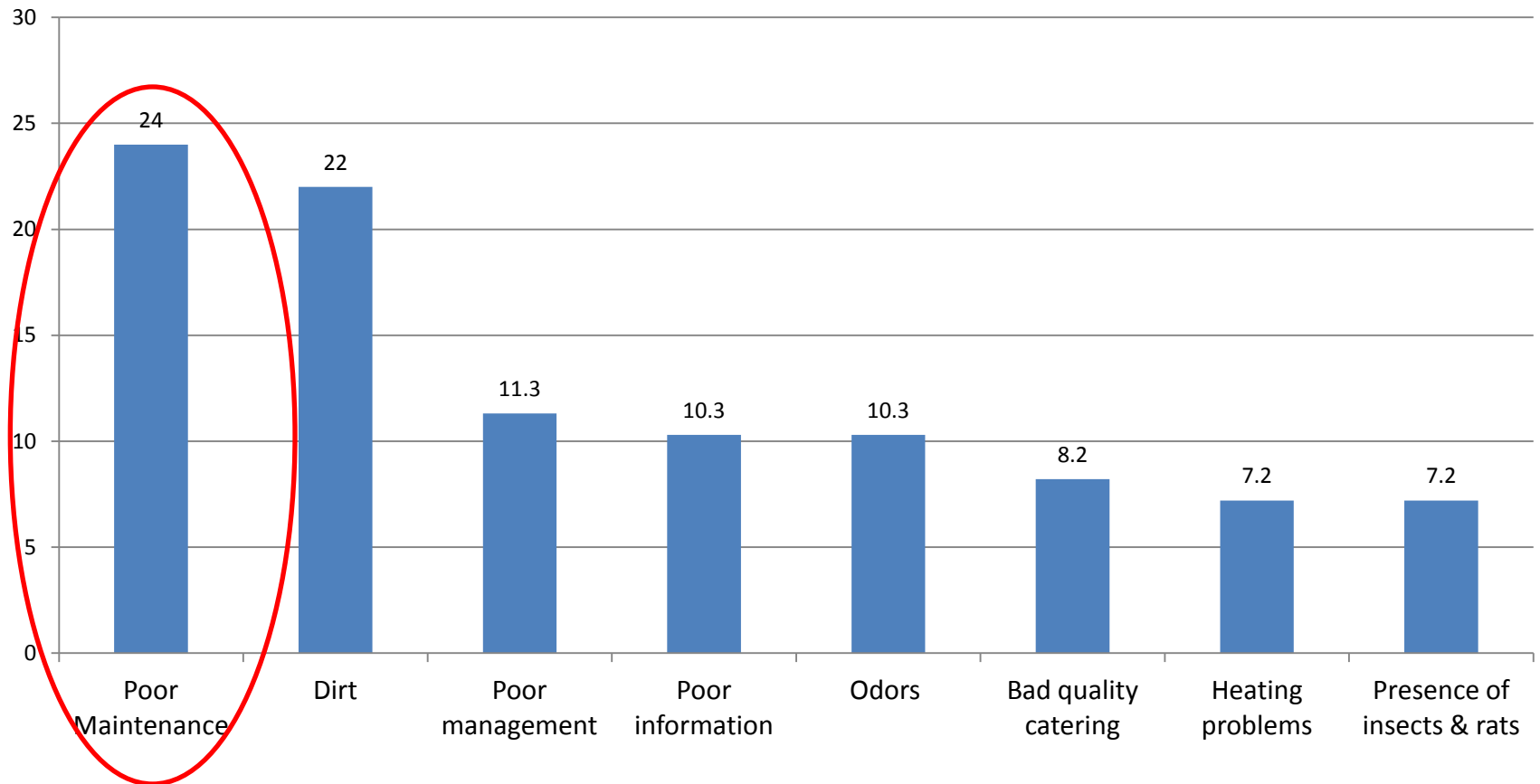
## Negative security aspects in Bulgaria %



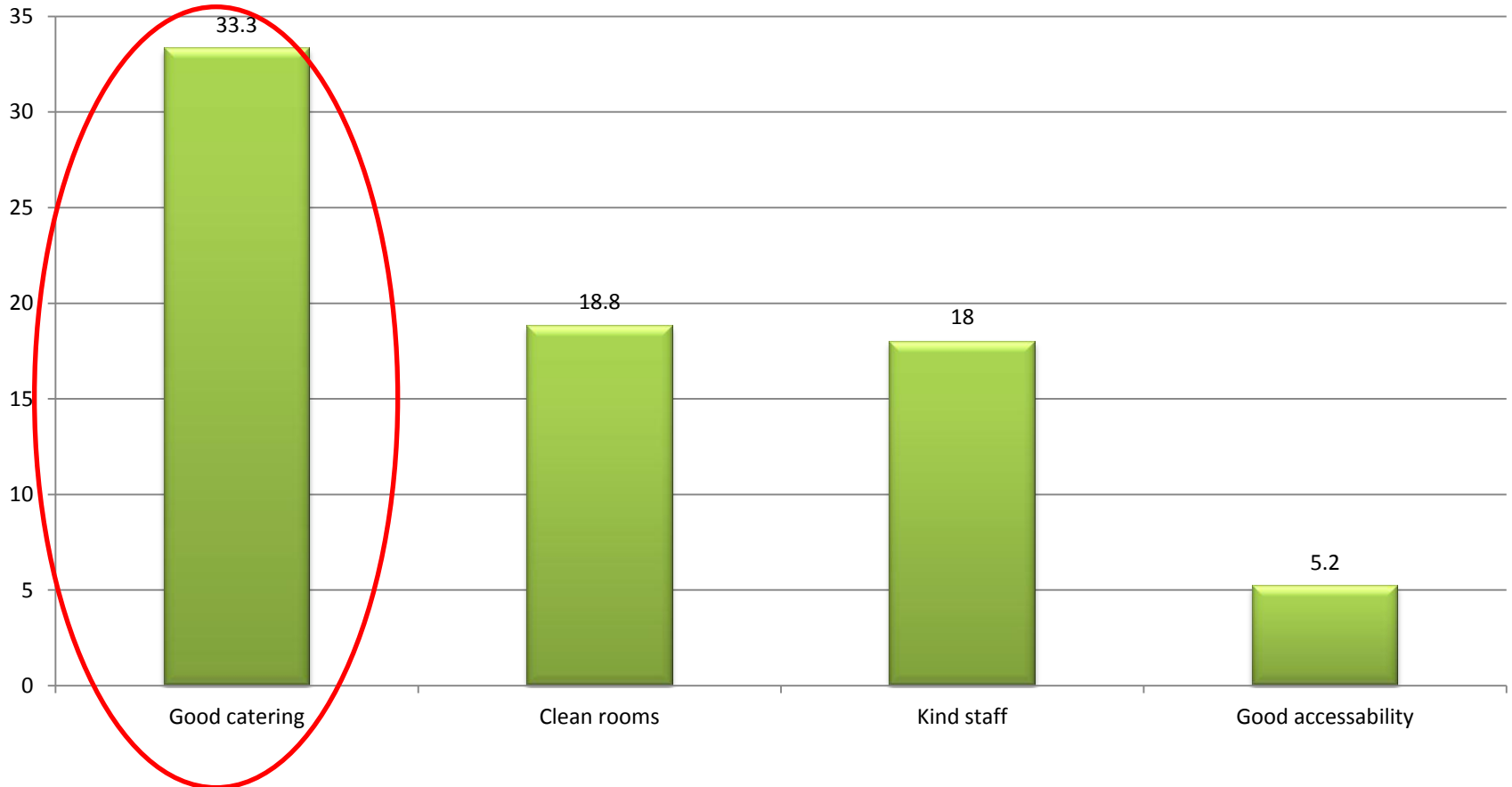
## Positive security aspects in Latvia, %



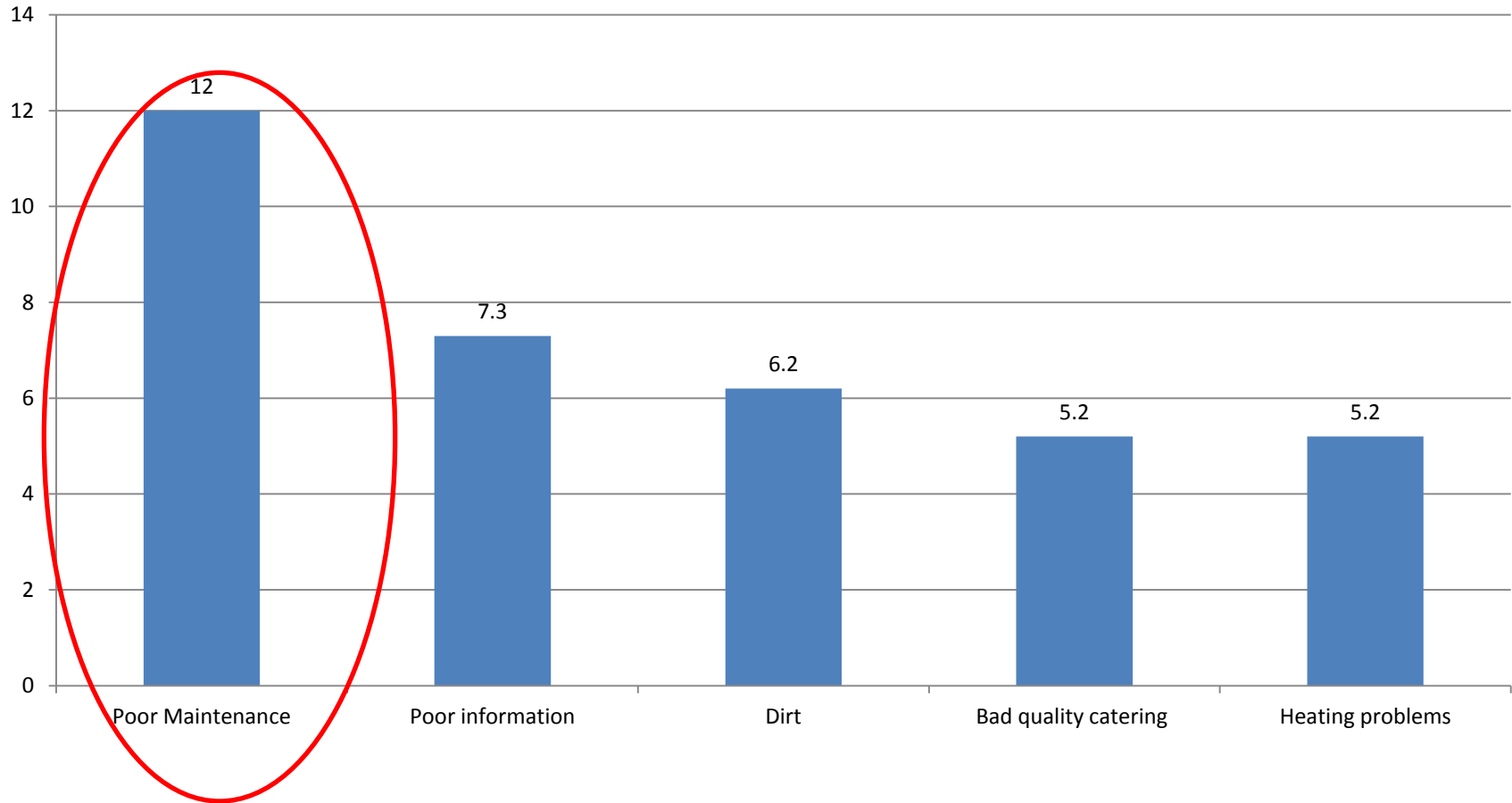
## Negative security aspects in Latvia, %



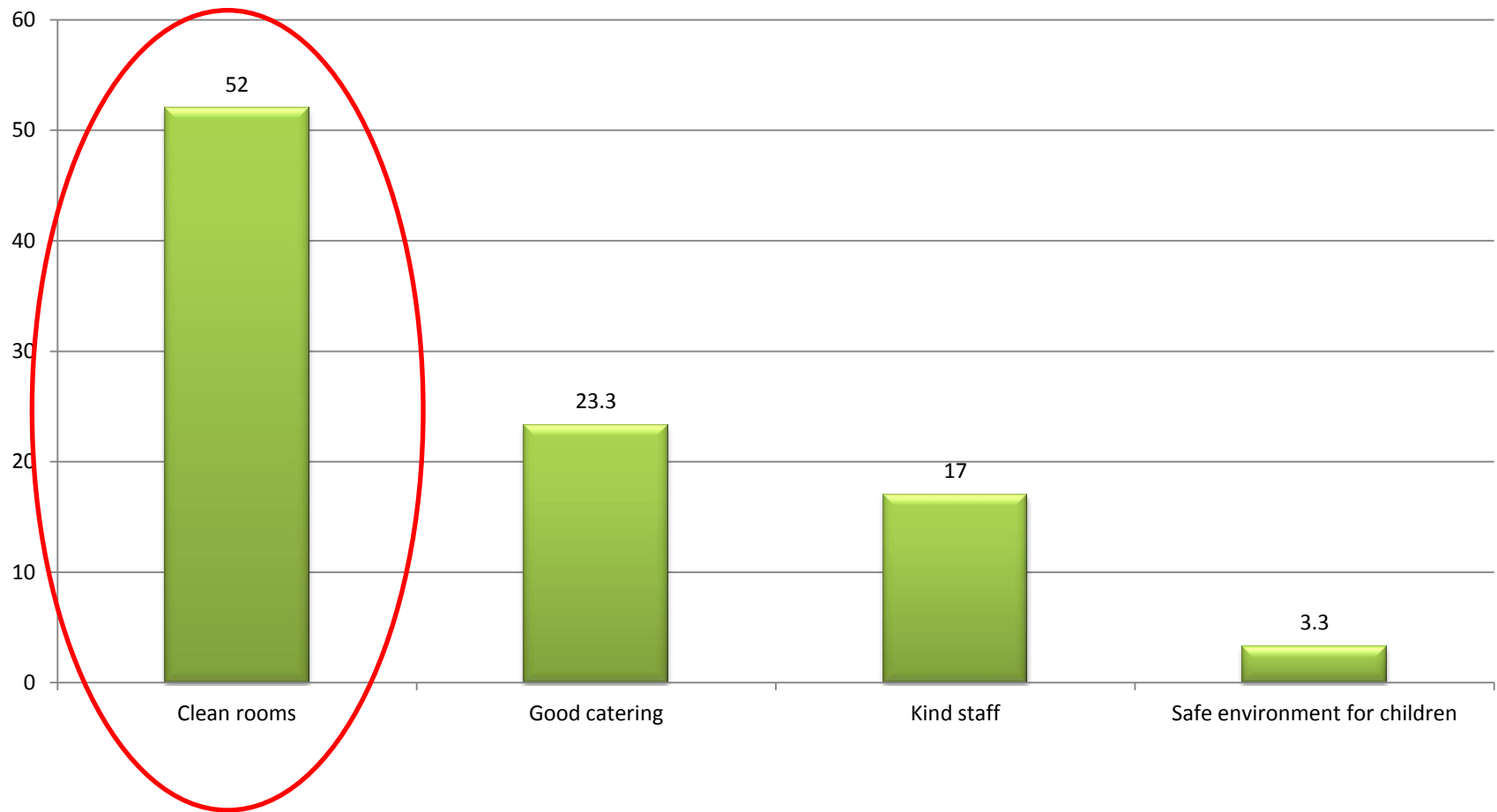
## Positive security aspects in Lithuania, %



## Negative security aspects in Lithuania, %

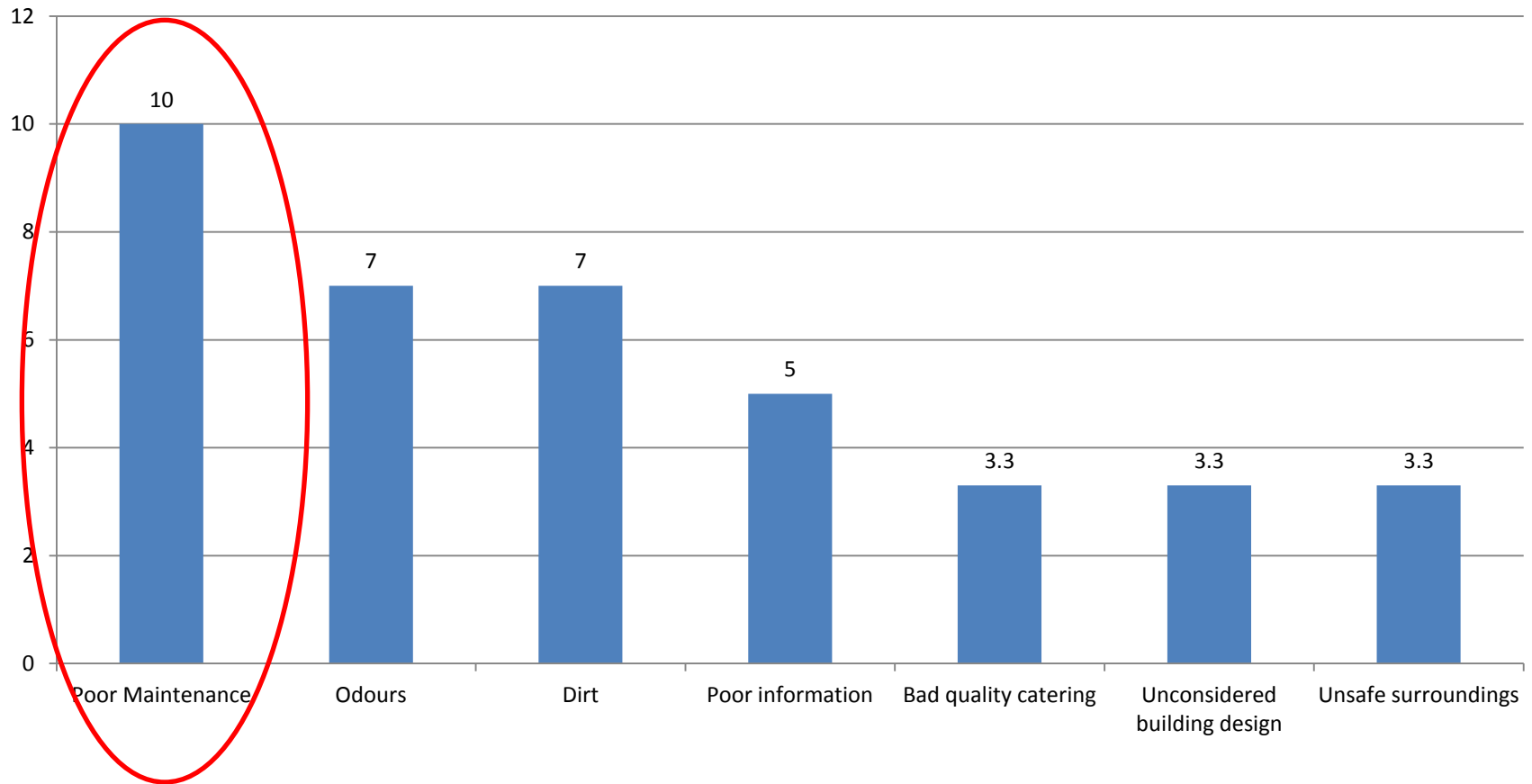


## Positive security aspects in Norway, %

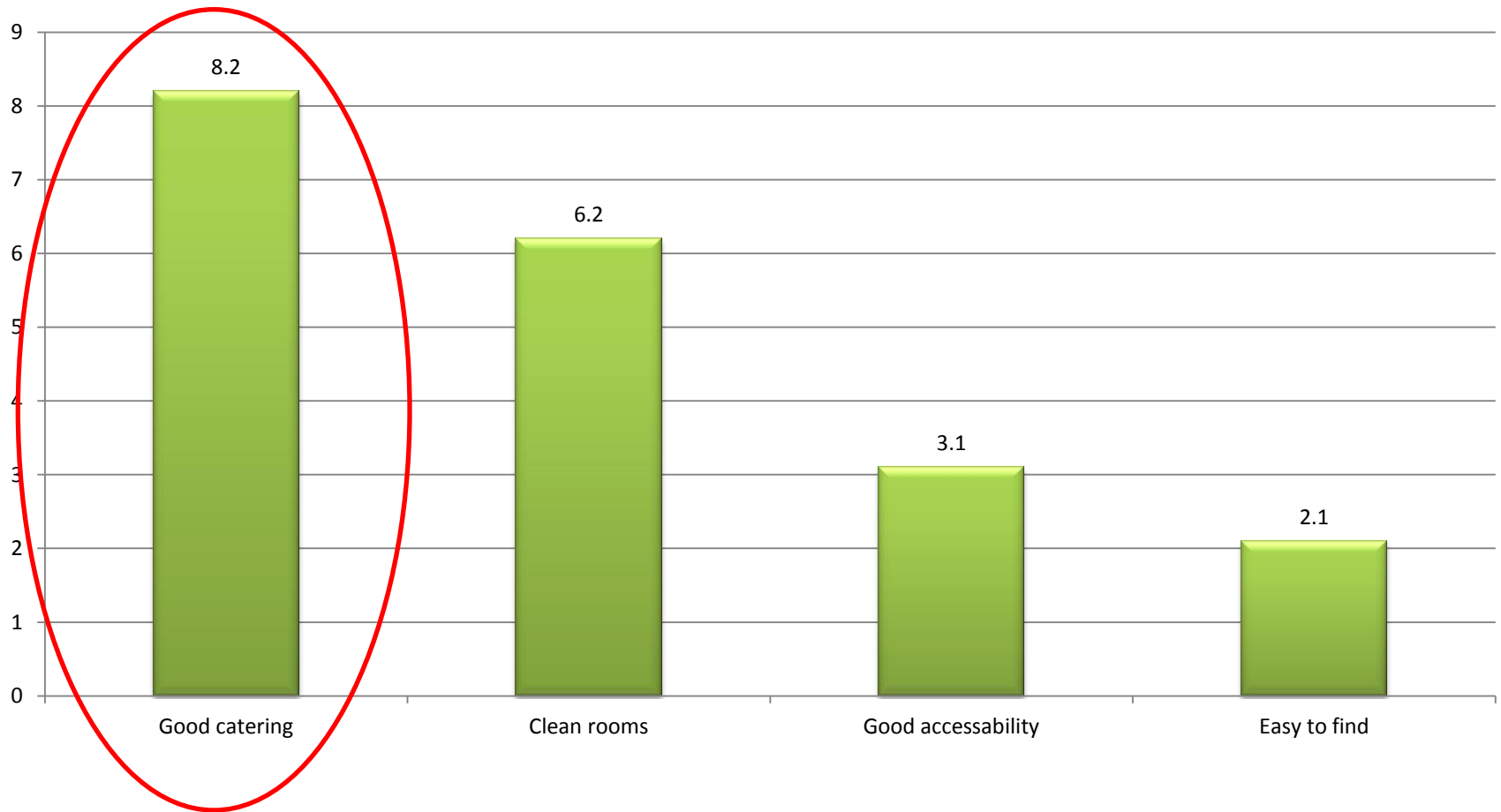




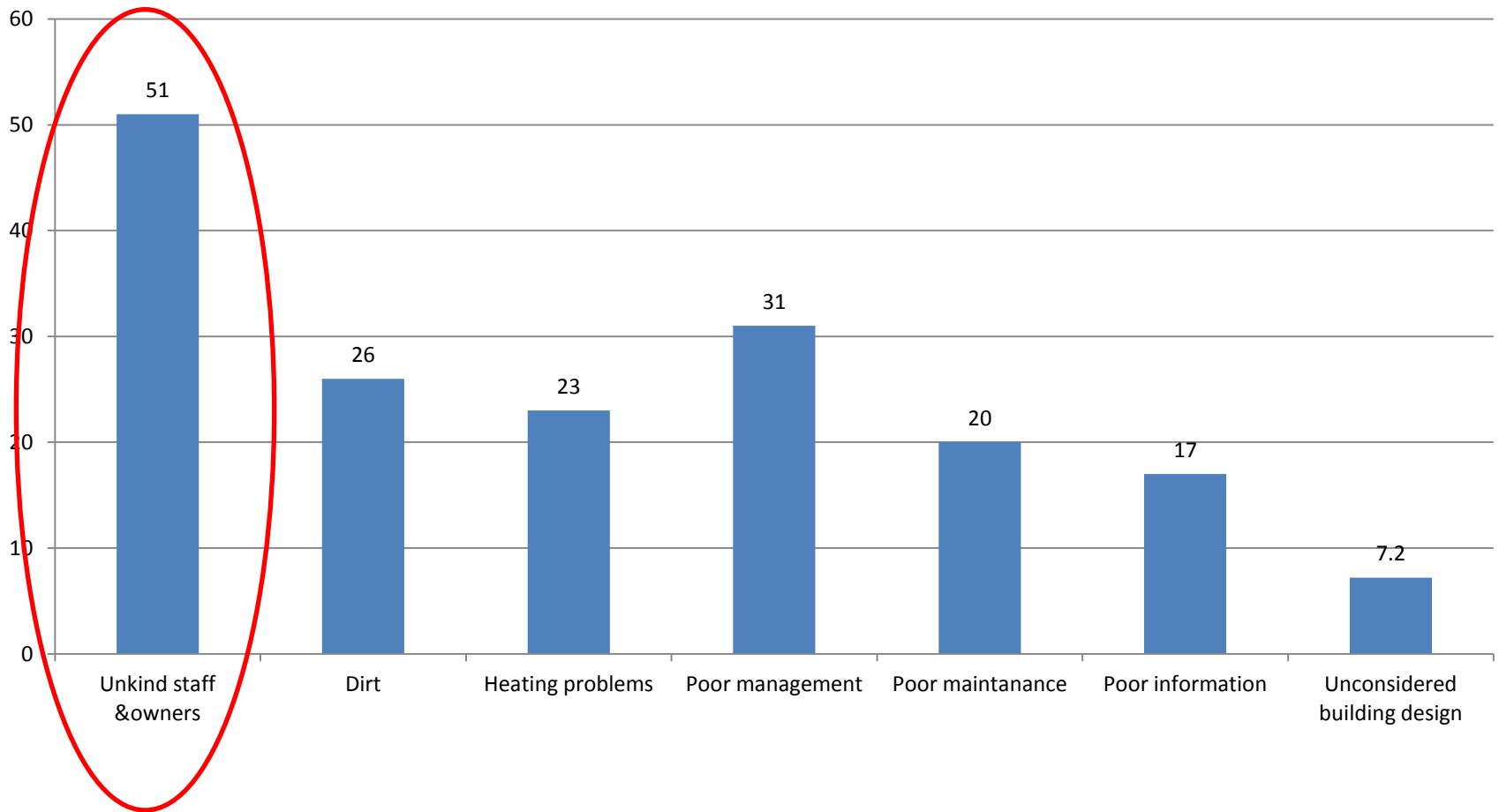
## Negative security aspects in Norway, %



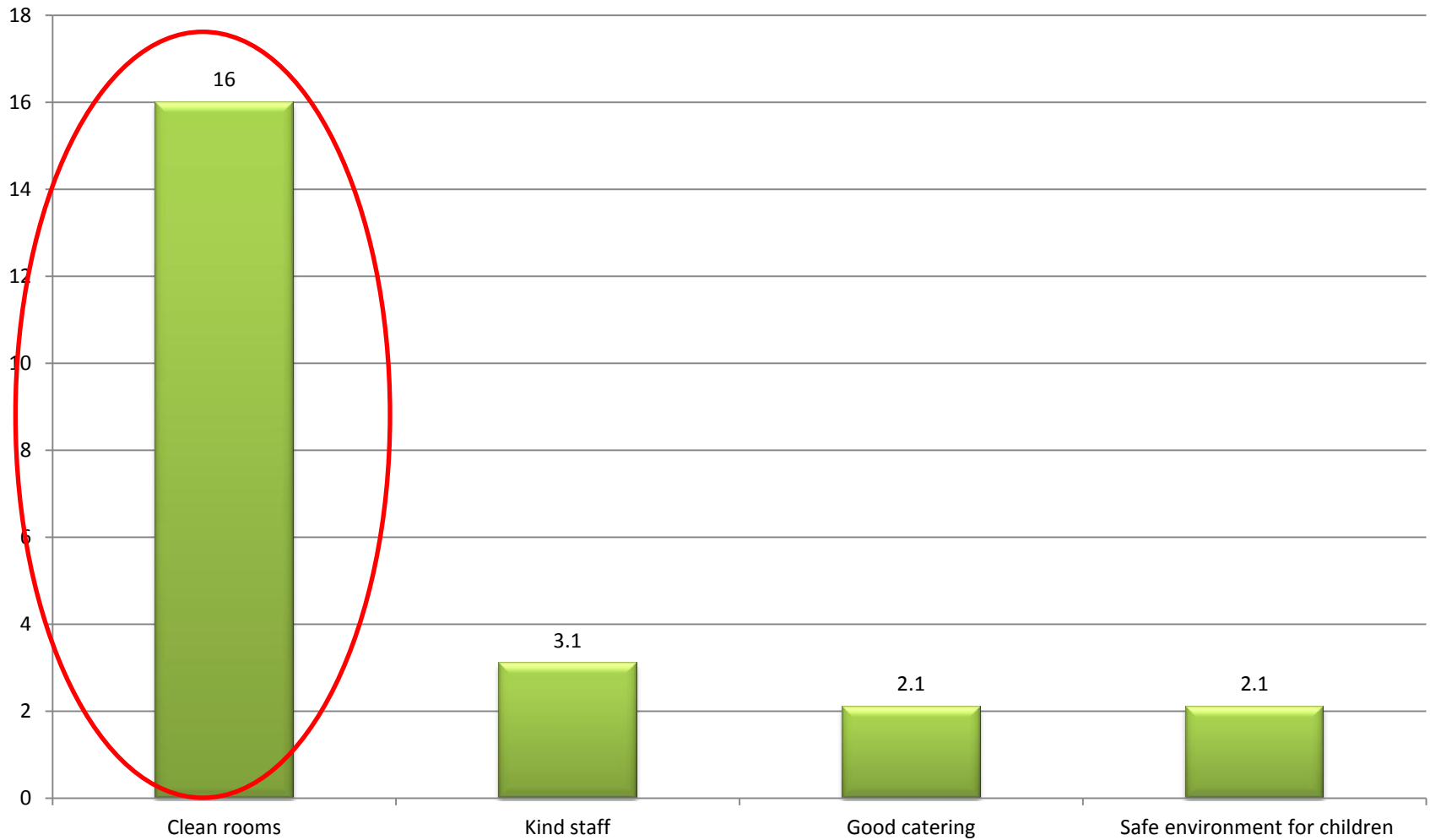
## Positive security aspects in UK, %



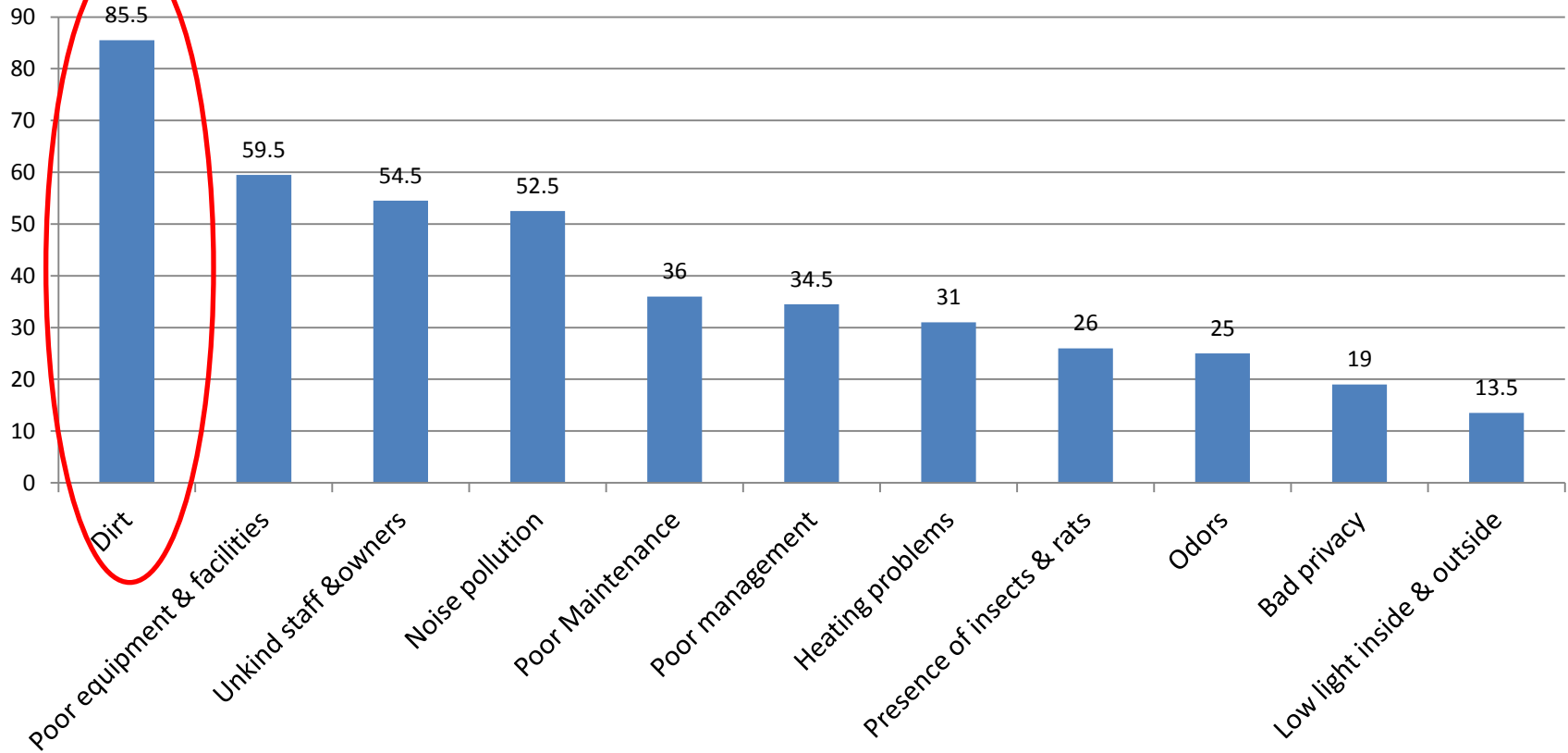
## Negative security aspects in UK, %



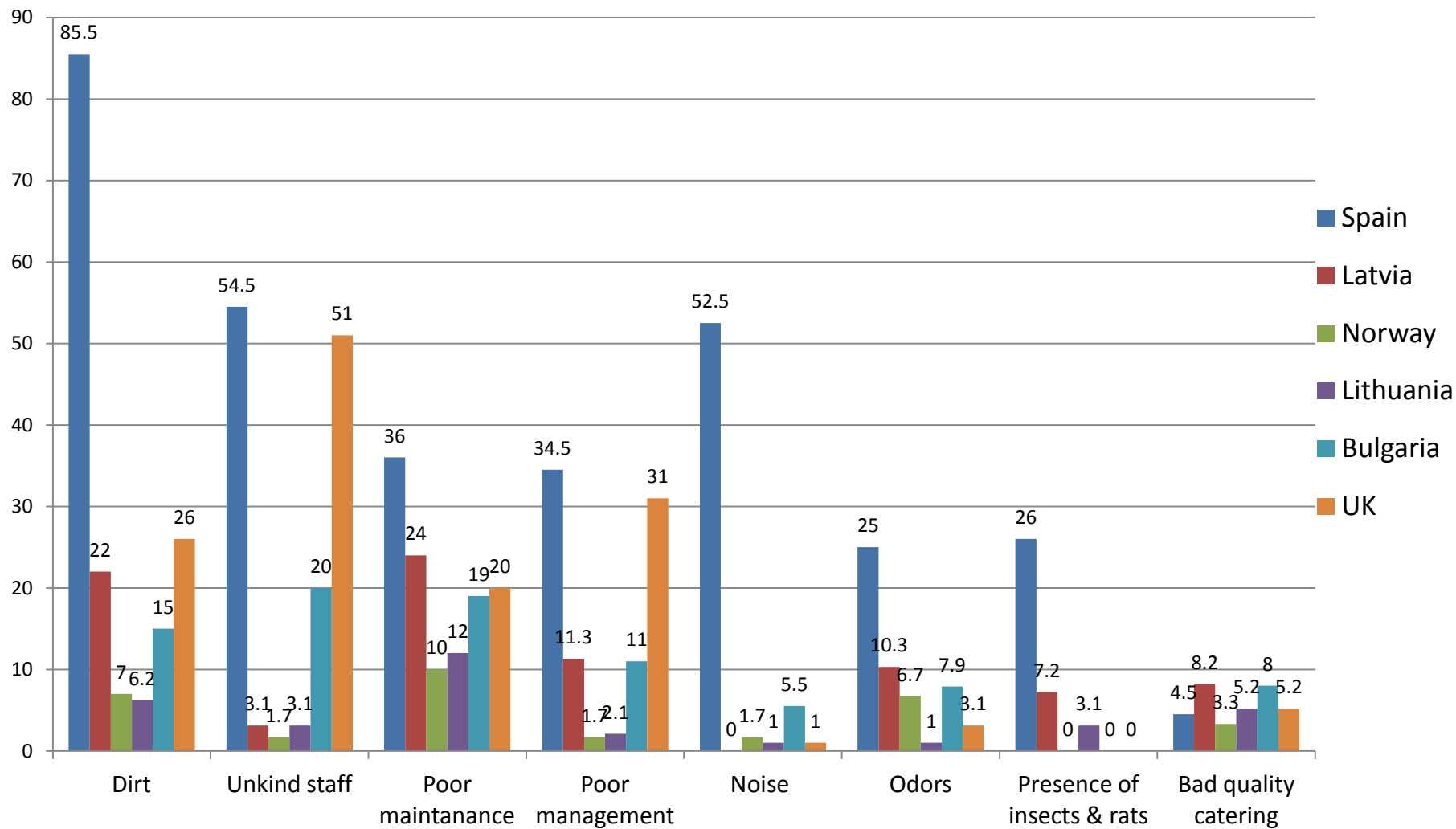
## Positive security aspects in Spain, %



## Negative security aspects in Spain, %



# Negative security aspect feedbacks summery



# Examples: NOR

Smelly drains; cold and dried out food for breakfast; and the smallest shower I have ever had to squeeze myself into. Such a nice location and building, and with a bit of care it could be a cosy and classy boutique type hotel ..... but way off the mark!

# UK

Welcome almost non existent. Room floor dirty and obviously not cleaned after previous occupant. Bedding suspect, en suite floor dirty. Dining room adequate with good breakfast.



# Lithuania

Horrible service. If you want to have the worst celebration ever, so let's go to this place. awful service and conditions too. if you have to wake up in 11 degrees, it's normal? There are a violation of hygiene norms. Appropriate authorities will be informed about this place.

# Latvia

The apartment is VERY cold and VERY wet (we slept fully clothed and wet stuff all the time). The strange design of the bathroom - very uncomfortable and slippery. Flat is not cleaned during 7 days, towels and bed dress were not changed. Very synthetic blankets and pillows. Payment is taken only in cash in Latvian currency! Before (a couple of years ago) was in the same hotel, not an apartment - it was much better!

# Spain

The owners are very unkind. They inform the costumers that if they want the owner to turn the heating on they should pay an extra charge. Once the clients arrived, they find a strong smell of paint. Some bulbs are blown and the table is broken. Besides, the house is close to a busy road and a railway line (difficulty to sleep).

# Bulgaria

Very untidy corridor (at least at first floor) - smells like dirty cat litter box! - Narrow parking (strongly not recommended for beginner drivers and SUVs).

# UK

Alnwick is a great place to visit but don't stay at the Doxford Farm Cottages in Chat Hill (3 Star). First impressions of the property were dirty and run down, I have stayed in better accommodation as a student. There were cob webs everywhere, the floors were not clean and were covered in animal, human hair and ground in muck. Our vacuum cleaner was found without a hose, I borrowed one from the cottage next door and spent the first day of my stay cleaning up. The sofa was also badly soiled. The bathrooms needed badly updating and a rubber bath mat was covered in mould. Although the kitchen was well equipped we had to clean everything, cups, plates, pans, even the cutlery tray was filthy, the ice cube tray was full of mould. One of the beds was found stained and dirty. Dead flies were found on all of the window sills. The owner was not very apologetic when some of the things were pointed out and insisted that the properties had been cleaned to a high standard.

[www.safetour.celotajs.lv](http://www.safetour.celotajs.lv)

