

PROJECT SAFETUR

"Practice based training tool for safety and security in European rural tourism"

2012-1-LV1-LEO05-03389 26.05.2014

Customer feedback summary



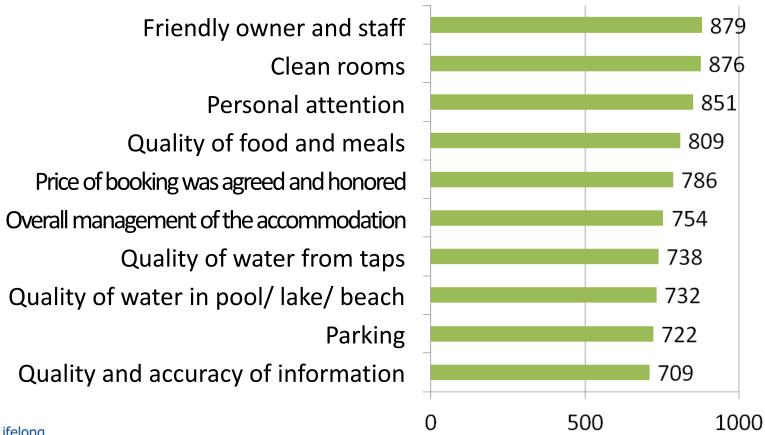
How many customers answered?

Total feedback number — **1092** (in November, 2013 -769)

- -LV 570
- -LT 268
- -BG 89
- UK 129
- -NOR 23
- Other (RU, DE) 13

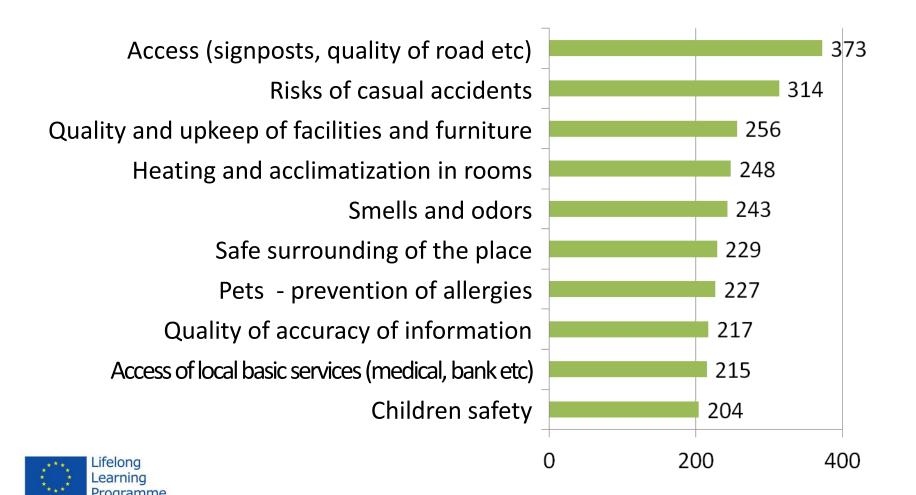


During your rural tourism experience, please highlight where you had a memorable experience with the following – positive (number of people answered)





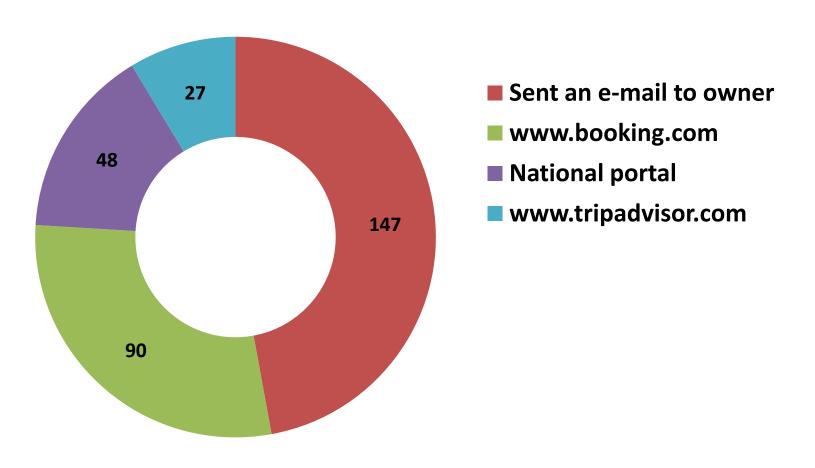
During your rural tourism experience, please highlight where you had a memorable experience with the following – negative (number of people answered)



During your previous Rural Tourism experiences, did you have any of the following SPECIFIC safety concerns (number of people answered)

Broken Equipment/electrical appliances 202 Unpleasant odors, smells 201 Dogs not kept in enclosed areas 164 Poor water quality 150 Dirty rooms 140 There was nobody to meet upon arrival 119 Unsafe for holidays with children 111 Owners made double reservation 72 Poor catering 69 0 100 200 300

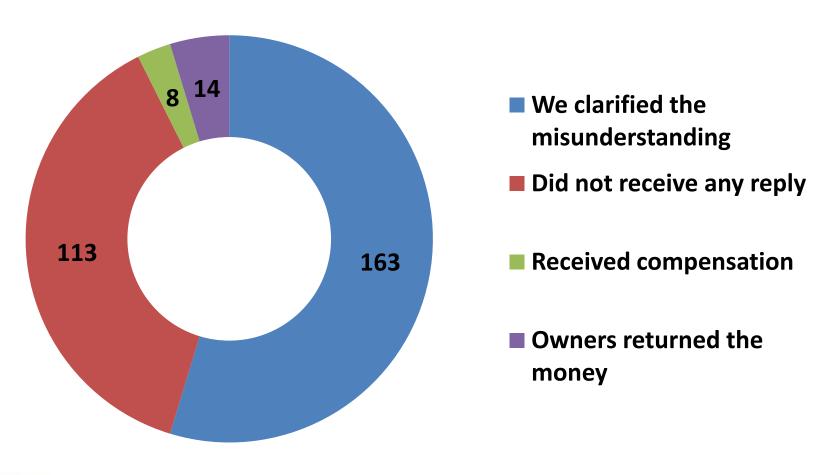
If you have written a feedback, please mention where (number of people answered)





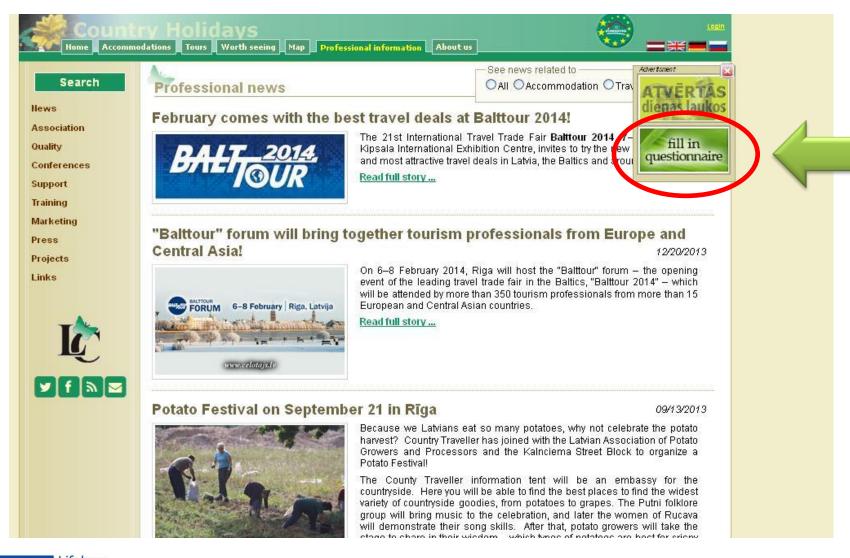
Have you received a satisfactory resolution having submitted a complaint?

(number of people answered)





Where survey was available? Latvia





Bulgaria

Objectives and Activities

's objectives:

alping its members and supporting their interests on national, regional and local

reservation and sustainable use of Bulgarian nature, cultural and historical age

roviding knowledge and information and supporting the alternative forms of m in Bulgaria by means of creating employment and sustainable tourism opment in the country

iproving the standard of professional qualification in the sphere of alternative m

ositioning Bulgaria as an important European destination for alternative tourism

's activities:

ordinates interests, actions and activities of authorities, organizations and anies, all of them related to development of alternative types of tourism; sures co-ordination between the development and sales of the tourist cts of relevant types of alternative tourism;

sures effective interaction between financing, sales, advertising and opment of alternative types of tourism;

sures legal, consultative and technical support of its members; alizes the connection with public authorities responsible for tourism and sents its members;

ries out surveys and analysis, gives expert evaluations and develops studies, agies and projects applying for national and international financing; velops projects and recommendations in the field of tourism legislation; velops and maintains an up-to-date Internet product for presenting its sers:

ordinates carrying common initiatives together with other tourism associations; rganizes participations in international and national meetings and exhibitions; ediates for the voluntary settling of disputes in which a member of the station is involved, as well as for non-admission of disloyal competition;

orks for the protection of tourism consumer interests and tourist products and services with alternative m character:

pordinates common initiatives with financial, insurance and pension funds.









Lithuania



Homesteads

Places to visit

▼ About us

About us / About association

About association

Goals of the Lithuanian Countryside Tourism Association

- 🙎 To represent the interests of the Association members against any and all institutions and organizations
- 🛂 To coordinate activities of the Association members in developing rural tourism in Lithuania;
- 🗸 To arrange workshops, conferences, fairs, methodical aids, information booklets on the issues of operation of the Association and its members;
- 🔱 To improve the Association members' qualifications and arrange training sessions within the country and abroad;
- To analyze demand for rural tourism services within the country and abroad;
- 🛂 To cooperate with analogous organizations in the Republic of Lithuania, other countries and international organizations and become a member of these organizations;
- 🛂 To participate in developing and analyzing new draft laws of Lithuania governing activities of the Association and its members.

"SAUGA IR SAUGUMA<mark>S</mark> **KAIMO TURIZME**"



Dalyvaukite apklausoje ir laimėkite 300 EURŲ kuponą atostogoms

















