

**South Side Vacations Inc
Feedback and Evaluation Surveys**

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DAR IX-XEMX: Feedback and Evaluation Survey 2004 Rental Season

Thank you for staying at Dar ix-Xemx. I hope that your stay exceeded your expectations. I am always looking for ways to improve guests' vacations. I would appreciate if you would take a few minutes to complete this survey. Many thanks.

Please indicate the extent to which you agree with each statement. Please use a scale of 1 to 5, with 1 being "I disagree completely" and 5 being "I agree completely."

Website	Average of all responses
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1. I found the website detailed and informative.	4.6												
<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">1 []</td> <td style="text-align: center;">2 []</td> <td style="text-align: center;">3 []</td> <td style="text-align: center;">4 []</td> <td style="text-align: center;">5 []</td> <td></td> </tr> <tr> <td style="text-align: center;"><i>(completely disagree)</i></td> <td></td> <td></td> <td></td> <td style="text-align: center;"><i>(completely agree)</i></td> <td></td> </tr> </table>	1 []	2 []	3 []	4 []	5 []		<i>(completely disagree)</i>				<i>(completely agree)</i>		
1 []	2 []	3 []	4 []	5 []									
<i>(completely disagree)</i>				<i>(completely agree)</i>									
<ul style="list-style-type: none"> • <i>Great pictures of house</i> • <i>Would be helpful if you provided better links to other sites which would help inform visitors to the area (Will do - the website is being updated this Fall)</i> 													

2. The website painted an accurate picture of the accommodations and the property.	4.8												
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3. The website and other information provided clearly indicated what there is to do around Antigonish.	4.3												
<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">1 []</td> <td style="text-align: center;">2 []</td> <td style="text-align: center;">3 []</td> <td style="text-align: center;">4 []</td> <td style="text-align: center;">5 []</td> <td></td> </tr> <tr> <td style="text-align: center;"><i>(completely disagree)</i></td> <td></td> <td></td> <td></td> <td style="text-align: center;"><i>(completely agree)</i></td> <td></td> </tr> </table>	1 []	2 []	3 []	4 []	5 []		<i>(completely disagree)</i>				<i>(completely agree)</i>		
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Booking process

4. The process for booking was straightforward and professionally handled.	5.0												
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5. I was treated with respect and courtesy while booking.	5.0												
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<i>(completely disagree)</i>				<i>(completely agree)</i>									

- *Chris was very friendly and professional*

6. Between the time of booking and arrival I was fully confident that all was well with my planned vacation.	4.6												
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1 []	2 []	3 []	4 []	5 []									
<i>(completely disagree)</i>				<i>(completely agree)</i>									

- *Next time, since we have been here, I would rate this a '5'*

Dar ix-Xemx and property

7. The Master bedroom provided at Dar ix-Xemx was very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 [] **4.8**
(completely disagree) (completely agree)

8. The other bedrooms/sleeping arrangements provided at Dar ix-Xemx were very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 [] **4.1**
(completely disagree) (completely agree)

9. The kitchen and cooking facilities were very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 [] **4.7**
(completely disagree) (completely agree)

- *I love espresso, but didn't know how to use the machine (instructions are now provided)*
- *Blender needs to be replaced (done)*
- *I thought it was wonderful*

10. The living/entertainment room and sunroom were very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 [] **4.9**
(completely disagree) (completely agree)

- *Great video/music selections*

11. The outdoor areas (deck, verandah, hot tub) were very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 [] **4.8**
(completely disagree) (completely agree)

- *Great*
- *Hottub was very enjoyable*

12. Overall, I was very pleased with the accommodations provided at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 [] **4.8**
(completely disagree) (completely agree)

- *will re-book*

13. I found Dar ix-Xemx very clean and tidy upon my arrival.

1 [] 2 [] 3 [] 4 [] 5 [] **5.0**
(completely disagree) (completely agree)

14. I found the grounds and rustic landscaping very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 [] **4.6**
(completely disagree) (completely agree)

Recreational activities

15. Overall, I was very pleased with the outdoor recreational activities (sailing, canoeing, biking) provided on the property.

1 [] 2 [] 3 [] 4 [] 5 [] **4.9**
(completely disagree) (completely agree)

- Having two canoes next year when we come back would be great (I'm working on this!)

16. Overall, I was very pleased with the indoor recreational activities (movies, games, puzzles) provided.

1 [] 2 [] 3 [] 4 [] 5 [] **4.8**
(completely disagree) (completely agree)

- Great for kids

17. Overall, I was very pleased with the outdoor recreational activities (hiking, kayaking, horseback riding etc) available around Antigonish

1 [] 2 [] 3 [] 4 [] 5 [] **4.9**
(completely disagree) (completely agree)

- Never had time...
- Did not do much

18. Overall, I was very pleased with the social (theatre, restaurants, concerts) activities available around Antigonish

1 [] 2 [] 3 [] 4 [] 5 [] **4.4**
(completely disagree) (completely agree)

- Guests should be told that stores are closed on Sunday (Will do. Also, a limited form of Sunday shopping is due to become law shortly)
- Did not do much
- Sean dropped by to say hello and greet us (while you were away)

Overall satisfaction and future visits

19. I was very satisfied with the welcome and attention that I received during my time at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 [] **4.9**
(completely disagree) (completely agree)

20. I was very satisfied with the information and recommendations that I received during my time at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 [] **4.9**
(completely disagree) (completely agree)

21. My privacy was completely respected during my stay at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 [] **4.8**
(completely disagree) (completely agree)

22. I felt very safe while staying at Dar ix-Xemx.

- View/windows
- Convenience for day trips
- Vast amount of space
- Sailing
- Partying
- Social activities, including other guests and neighbors
- Antigonish
- Great base for day trips
- Beautiful and comfortable home
- Hiking and kayaking
- Good movies
- Chris' hospitality (lobster feed and friends)

28. The three low points of my stay at Dar ix-Xemx were:

- The drive from Halifax during a major snowstorm.
- Water quantity
- Can't think of any
- It rained (Fall)
- Too much fun time, too little sleep, too much booze and fireworks!
- No low points.
- One week was not enough. Stay longer!
- None

To improve the vacation experience at Dar ix-Xemx I recommend:

- Perhaps the hot-tub cover needs a bit of work (new cover ordered)
- A firmer mattress in Master bedroom
- A clothesline to dry stuff (dryer is provided but an outdoor line is planned for 2004)
- Lamp for bedside table in the guest room (done) – everything else was perfect
- Anne of Green Gables video for kids!

Please write other comments below.

- Thank you for your hospitality! Very relaxing and we really liked the record collection; a walk down memory lane!
- Appreciated the unintrusive hospitality extended
- Consider just holding the damage deposit and then it can be ripped up at the end. Less trouble than depositing and refunding. Thanks Chris. We had a great stay – lovely place, beautiful home, food, company.
- Chris – Thank you for such a great week. We love your house and hope to return next year. You and your girls are a delight.
- Great bonding with on-site management
- We absolutely love your girls
- Chris was very helpful and friendly. His daughters, Martha and Norah, were wonderful friends for our daughter. We couldn't have had a more enjoyable time. Chris, please let us know if you are in the Philadelphia area. We would love to see you again.
- Super opportunity to do more of the above as a future neighbor (family bought 5 acres of land during their 2 week stay)

Date of stay _____ Duration of stay ____ days Number in party _____

Thank you for taking the time to complete this survey. If you do not object, I would like to use some of your comments anonymously in a testimonial section on my website. If you prefer that I do not, please check the box below.

*Please **do not** use my comments as a reference []*

(All guests allowed comments to be used)

Chris Galea

DAR IX-XEMX: Feedback and Evaluation Survey 2003 Rental Season

Thank you for staying at Dar ix-Xemx. I hope that your stay exceeded your expectations. I am always looking for ways to improve guests' vacations. I would appreciate if you would take a few minutes to complete this survey. Many thanks.

Please indicate the extent to which you agree with each statement. Please use a scale of 1 to 5, with 1 being "I disagree completely" and 5 being "I agree completely."

Website	Average of all responses				
	Summer/Fall 2003				
<p>29. I found the website detailed and informative.</p> <p style="text-align: center;">1 [] 2 [] 3 [] 4 [] 5 []</p> <p style="text-align: center;">4.7</p> <p><i>(completely disagree)</i> <i>(completely agree)</i></p>					
<p>30. The website painted an accurate picture of the accommodations and the property.</p> <p style="text-align: center;">1 [] 2 [] 3 [] 4 [] 5 []</p> <p style="text-align: center;">4.6</p> <p><i>(completely disagree)</i> <i>(completely agree)</i></p>					
<p>31. The website clearly indicated what there is to do around Antigonish.</p> <p style="text-align: center;">1 [] 2 [] 3 [] 4 [] 5 []</p> <p style="text-align: center;">4.3</p> <p><i>(completely disagree)</i> <i>(completely agree)</i></p>					
Booking process					
<p>32. The process for booking was simple and straightforward.</p> <p style="text-align: center;">1 [] 2 [] 3 [] 4 [] 5 []</p> <p style="text-align: center;">4.9</p> <p><i>(completely disagree)</i> <i>(completely agree)</i></p>					
<p>33. I was treated with respect and courtesy while booking.</p> <p style="text-align: center;">1 [] 2 [] 3 [] 4 [] 5 []</p> <p style="text-align: center;">5.0</p> <p><i>(completely disagree)</i> <i>(completely agree)</i></p>					
<p>34. Between the time of booking and arrival I was confident that all was well with my planned vacation.</p> <p style="text-align: center;">1 [] 2 [] 3 [] 4 [] 5 []</p> <p style="text-align: center;">5.0</p> <p><i>(completely disagree)</i> <i>(completely agree)</i></p>					

Dar ix-Xemx and property

35. The Master bedroom provided at Dar ix-Xemx was very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 []

4.4

(completely disagree)

(completely agree)

36. The other bedrooms/sleeping arrangements provided at Dar ix-Xemx were very satisfactory.

1 [] 2 [] 3 [] 4 [] 5 []

4.5

(completely disagree)

(completely agree)

Overall satisfaction and future visits

46. I was very satisfied with the welcome and attention that I received during my time at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 []

4.9

(completely disagree)

(completely agree)

47. I was very satisfied with the information and recommendations that I received during my time at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 []

5.0

(completely disagree)

(completely agree)

48. My privacy was completely respected during my stay at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 []

5.0

(completely disagree)

(completely agree)

49. I felt very safe while staying at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 []

5.0

(completely disagree)

(completely agree)

50. Overall I was very satisfied with my stay at Dar ix-Xemx.

1 [] 2 [] 3 [] 4 [] 5 []

4.9

(completely disagree)

(completely agree)

51. Overall, I believe that staying at Dar ix-Xemx represents good value for the seasonal rental rate charged.

1 [] 2 [] 3 [] 4 [] 5 []

4.8

(completely disagree)

(completely agree)

52. Based on my experience, I would return to Dar ix-Xemx and/or recommend it to friends.

1 [] 2 [] 3 [] 4 [] 5 []

5.0

(completely disagree)

(completely agree)

Other comments/feedback

53. The three highlights of my stay at Dar ix-Xemx were:

[Note: These are all the responses from all the surveys]

- Lobster bake on the beach
- Calm and quiet environment – pet friendly
- Beautiful sunsets and views from indoor and outdoor spaces.

- ❑ The extra care and consideration shown in providing the new dishes, glasses, cutlery, BBQ grill and toaster oven really made our usually complicated and cumbersome kosher cooking arrangements a pleasure!
- ❑ Sea kayaking, horseback riding and walking
- ❑ Master bedroom is spacious, romantic, gets wonderful sun. What a treat!
- ❑ Chris' discrete hospitality, including welcome basket, suggestions/recommendations, and going for a sail, while fully respecting our privacy as well.
- ❑ Hot tub!
- ❑ The "welcoming party"
- ❑ The invitation to the children to the beach
- ❑ Sailing and being rescued!
- ❑ Discovering new places to hike and swim and finding out the ones you recommended were as good as advertised
- ❑ Very, very relaxing! We enjoyed the space and the sunlight that we could have from every room of the house.
- ❑ Sailing
- ❑ Making fresh pasta and cooking generally
- ❑ The sunroom was very special to us. From early morning up t the sunset we had the opportunity to see the water and enjoy each part of the day.
- ❑ Chris' attention to make sure that everything was fine, even perfect. Your concern that our stay be "unforgettable" is amazing, and we will never forget this.
- ❑ Visiting the dairy on Hwy #337
- ❑ The sunsets across the water
- ❑ Spacious master bedroom and lower level
- ❑ Having such a friendly, hospitable and gracious host together with such exquisite surroundings – made it one of our best vacation rentals ever.

54. The three low points of my stay at Dar ix-Xemx were:

[Note: These are all the responses from all the surveys]

- ❑ Weather some days but that's life!
- ❑ We can't think of two more low points!
- ❑ Could not find utensils to eat lobster (*Since replaced*). Anyway, we used the nutcracker and other things as the kitchen was at least twice as loaded as mine!!
- ❑ I would have liked "puzzles" I enjoy doing that, takes a lot of patience and time...so I can only do this during the vacations.
- ❑ Broken screen in the spare bedroom (*fixed*)
- ❑ None
- ❑ Although it wasn't a problem for us you might want to include your limited TV access on the website.
- ❑ Might also include that it's about a 10-15 minute drive to town.
- ❑ Mosquitoes on the beach on day 2

To improve the vacation experience at Dar ix-Xemx I recommend:

[Note: These are all the responses from all the surveys]

- ❑ Path directly from the house to the beach would be good
- ❑ Can't think of a thing
- ❑ You should have a mat by the kitchen door because if the deck is wet and you come into the kitchen it is very slippery (*since added*)
- ❑ Wine opener, cheese grater (*replaced*)
- ❑ Screens checked
- ❑ Curtain/screen for master bedroom toilet (*since added*)
- ❑ Resurface kitchen sink (*since done*)
- ❑ Provide guests with a street map of Antigonish (*since done*)
- ❑ Move love seat facing the water, in sunroom (*since done*)
- ❑ More gas in sailboat motor (*extra gerry can to be provided!*)

Please write other comments below.

[Note: These are all the responses from all the surveys]

- We thoroughly enjoyed our stay and appreciate your willingness to share your sanctuary with us.
- We had a fantastic stay and are deeply smitten with the area and the house, which is remarkably beautiful, but also welcoming and user-friendly. It feels nothing like a generic “vacation rental”, but there is no sense of being subjected to someone else’s aesthetic or walking on eggshells for fear of disturbing their/your house. The effort that you put in is also remarkable, conveying the sense that the property and the area are very special. We went in to the vacation with great excitement and a sense that we had been fully and fairly informed. I think our only disappointment related to the accessibility of outdoor recreation. This point, I would stress, falls into the category of minor quibbles and – as the proliferation of “5’s” above shall make clear – the experience overall was fantastic, one we are eager to repeat and build on in the future.
- We really like your personal touch. Though you were hardly visible whenever we needed something, you were there and you went “above and beyond” the call of duty. When you had the lobster bake, gave us wine and spirits, and offered up sailing we felt very welcome and relaxed. Also, wonderful art and skylights. Great movie selection!
- We had a wonderful time in a beautiful home and hope to come back again!
- We came to Dar ix-Xemx for our honeymoon and could not be more pleased with our experience. The house and surroundings are beautiful, the hospitality wonderful (with total respect for privacy) – we don’t want to leave!! What a magical place.

Date of stay _____ Duration of stay ____ days Number in party _____

Thank you for taking the time to complete this survey. If you do not object, I would like to use some of your comments anonymously in a testimonial section on my website. If you prefer that I do not, please check the box below.

*Please **do not** use my comments as a reference []* **[No guests checked this box.]**

Chris Galea

- The scenery in the area is spectacular. Multiple sightings of bald eagles, including a pair.
- Sailing the Sea Pig (*the 19ft Couchon de mer!*)
- Swimming The Cut and hiking the park in Little Dover (near Canso)
- Sailing to Cribbens and having fish and chips (at the seaside restaurant), yum!
- Finding yarn at 5c - \$1
- Canoeing – access to water and shoreline scenery
- Sailboat ride – thanks
- Whale watching
- Fossil hunting – beautiful beaches and scenery
- Regional outdoor recreation opportunities – beaches, hiking etc
- Restaurants and food – the jam you brought was excellent (and a very nice touch)

83. The three low points of my stay at The Carriage House were:

- Price of wine- bring your own!
- Airline losing our luggage
- Nil
- The dryer was lukewarm only (*since replaced*)
- The tub jets had brown flakes on one occasion (*no longer a problem*)
- No light switch in loft (*one installed*)
- BMW gasoline leak – I understand the problem and appreciated your response
- Need better lighting (*lamps since added*)
- This is getting picky, there really weren't any but...
 - toilet clogged
 - squeaky dryer (*since replaced*)
 - Lock for bathroom door (*since added*)
- The mirrors are too small (just joking!)
- Noisy dryer (*since replaced*)
- Finding out the microbrewery was closed):

To improve the vacation experience at The Carriage House I recommend:

- Provide internet connection
- Nothing!
- Missing board in walkway (*since added*)
- Can't think of anything
- A hammock on the deck
- Nothing

Please write other comments below.

- Thank you very much – we had a nice stay
- We were pleased with everything

- Thanks Chris for a wonderful stay. I will highly recommend it to others.
- Check bulbs/lighting.
- Our 3 year old daughter best expressed our enjoyment of the Carriage House asking, “Mommy, can we stay here forever?” Our 8 year old’s comment was upon our arrival, “I recognize this place from my dreams”. Chris, thanks for helping make dreams come true.
- We’re coffee addicts and appreciated having the grinder, filters etc. You should add a list of such mundane items so guests know what’s here. The welcome basket was excellent – inclusion of dog treat was very thoughtful. Nice “Things you may need to know” list.
- We really enjoyed your hospitality and hope to return. Feel free to contact us if you ever pass through Pennsylvania.
- This trip made me feel incredibly present where I had to think to remember where I live. Thank you. Me too. I’m dreading New York life – thanks Chris!
- This was a wonderful vacation. It was like visiting a friend who could not wait to suggest fun activities or to include you and your family in his plans, though without obligation. (I loved not really having to make plans!!) There is just the right balance between being included and having privacy. We spent 2 weeks here and enjoyed getting to know the people in the area. Chris has a special talent for treating guest just right.

Thank you for sharing part of your summer with us. We have visited Nova Scotia before but must say that this stay far surpassed the previous one for its perfect balance of privacy v. inclusion, as well as isolation v. availability of service in the area. The natural beauty here is incredible and largely unmarred by development. South Side Harbour – the way it should be! All the best – The Fishers

•

Date of stay _____ Duration of stay ____ days Number in party _____

Thank you for taking the time to complete this survey. If you do not object, I would like to use some of your comments anonymously in a testimonial section on my website. If you prefer that I do not, please check the box below.

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Chris Galea