

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

Table of Contents

DAR IX-XEMX: Feedback and Evaluation Survey..... Page 2

DAR IX-XEMX: Feedback and Evaluation Survey..... Page 8

The Carriage House: Feedback and Evaluation Survey. Page 15

The Bishop’s Cottage: Feedback and Evaluation Survey... Page

DAR IX-XEMX: Feedback and Evaluation Survey Latest 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.	1 []	2 []	3 []	4 []	5 []	4.6
	<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 (Done - the website was updated recently)</i> 						

2. The website painted an accurate picture of the accommodations and the property.	1 []	2 []	3 []	4 []	5 []	4.8
	<i>(completely disagree)</i>				<i>(completely agree)</i>	

3. The website and other information provided clearly indicated what there is to do around Antigonish.	1 []	2 []	3 []	4 []	5 []	4.3
	<i>(completely disagree)</i>				<i>(completely agree)</i>	

Booking process

4. The process for booking was straightforward and professionally handled.	1 []	2 []	3 []	4 []	5 []	5.0
	<i>(completely disagree)</i>				<i>(completely agree)</i>	

5. I was treated with respect and courtesy while booking.	1 []	2 []	3 []	4 []	5 []	5.0
	<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.	1 []	2 []	3 []	4 []	5 []	4.6
	<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 (two canoes now available!)*

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 (Sunday shopping has now arrived to NS!)*
- *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.
 1 [] 2 [] 3 [] 4 [] 5 [] **4.9**
 (completely disagree) (completely agree)

23. Overall, the owner of Dar ix-Xemx went beyond my expectations to meet my needs and to make my stay memorable and pleasant.
 1 [] 2 [] 3 [] 4 [] 5 [] **4.6**
 (completely disagree) (completely agree)

- including wine and cava...
- Chris made everything perfect

24. Overall I was very satisfied with my stay at Dar ix-Xemx.
 1 [] 2 [] 3 [] 4 [] 5 [] **4.7**
 (completely disagree) (completely agree)

- Stop asking – it was a solid 5

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

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

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

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

Other comments/feedback

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

- The great view
- Local beaches were quiet and accessible. A very pleasant surprise.
- The House – very comfortable and welcoming. Master Bedroom is an oasis.
- The lobster
- The claw-foot tub
- Sailing with Chris was the best! It was a great experience. Can't wait to do it again.
- We loved using the canoe
- Tie: a) Lobster boil on the beach b) Hiking the skyline trail in Cape Breton
- Espresso machine – where can we get one? (<http://www.lapavoni.it/> and <http://www.pavonishop.com/>)
- Sailing and social activities
- Sitting on the deck – coffee in the morning and wine in the evening
- Falling asleep with the sound of the wind in the leaves – waking up to the blue of the sky and the ocean
- Your house is wonderful, open and inviting. It is a good place to be snowed in!
- The night sky was truly amazing
- Ottmar Liebert and other jazz CDs

- Hot tub, bath tub and shower in the master bedroom
- Counter space in kitchen (ok, that five highlights!)
- 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 (New mattress set bought)
- 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 unobtrusive 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 Penultimate 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."

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

(completely disagree)

(completely agree)

Dar ix-Xemx and property

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

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

4.4

(completely disagree)

(completely agree)

8. 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

18. 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)

19. 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)

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

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

5.0

(completely disagree)

(completely agree)

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

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

5.0

(completely disagree)

(completely agree)

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

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

4.9

(completely disagree)

(completely agree)

23. 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)

24. 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

25. 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.

26. 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 (*satellite TV with 500 channels now available – oh yea!*)
- ❑ 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 (*since built*)
- ❑ 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
- ❑ Move love seat facing the water, in sunroom (*since done*)
- ❑ More gas in sailboat motor (*sailboat turned back into pure sailboat and motor now gone – problem solved!*)

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 Carriage House: Feedback and Evaluation Survey Latest Rental Season

Thank you for staying at The Carriage House. I hope that your stay exceeded your expectations. I am always looking for ways to improve my 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

1. I found the owner's own Carriage House website detailed and informative. **4.9**

1 []	2 []	3 []	4 []	5 []	
<i>(completely disagree)</i>				<i>(completely agree)</i>	

2. The website painted an accurate picture of the accommodations and the property. **4.9**

1 []	2 []	3 []	4 []	5 []	
<i>(completely disagree)</i>				<i>(completely agree)</i>	

- except it's even nicer
- it was much nicer than expected

3. The website and other information provided clearly indicated what there is to do around Antigonish. **4.8**

1 []	2 []	3 []	4 []	5 []	
<i>(completely disagree)</i>				<i>(completely agree)</i>	

Booking process

4. The process for booking was straightforward and professionally handled. **4.9**

1 []	2 []	3 []	4 []	5 []	
<i>(completely disagree)</i>				<i>(completely agree)</i>	

5. I was treated with respect and courtesy while booking. **5.0**

1 []	2 []	3 []	4 []	5 []	
<i>(completely disagree)</i>				<i>(completely agree)</i>	

6. Between the time of booking and arrival I was fully confident that all was well with my planned vacation. **4.9**

1 []	2 []	3 []	4 []	5 []	
<i>(completely disagree)</i>				<i>(completely agree)</i>	

- I always worry (rated a 4)

The Carriage House and property

7. The Master bedroom provided at The Carriage House was satisfactory.

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

1 []	2 []	3 []	4 []	5 []	4.9
<i>(completely disagree)</i>					<i>(completely agree)</i>

- Oh yeah!

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

1 []	2 []	3 []	4 []	5 []	4.9
<i>(completely disagree)</i>					<i>(completely agree)</i>

- There were lots of videos

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

1 []	2 []	3 []	4 []	5 []	4.9
<i>(completely disagree)</i>					<i>(completely agree)</i>

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

1 []	2 []	3 []	4 []	5 []	4.6
<i>(completely disagree)</i>					<i>(completely agree)</i>

- Fabulous theatre. Some top-notch restaurants.

Overall satisfaction and future visits

20. I was satisfied with the welcome and attention that I received during my time at The Carriage House.

1 []	2 []	3 []	4 []	5 []	5.0
<i>(completely disagree)</i>					<i>(completely agree)</i>

- Just right

21. I was satisfied with the information and recommendations that I received during my time at The Carriage House.

1 []	2 []	3 []	4 []	5 []	5.0
<i>(completely disagree)</i>					<i>(completely agree)</i>

22. My privacy was completely respected during my stay at The Carriage House.

1 []	2 []	3 []	4 []	5 []	5.0
<i>(completely disagree)</i>					<i>(completely agree)</i>

23. I felt very safe while staying at The Carriage House.

1 []	2 []	3 []	4 []	5 []	5.0
<i>(completely disagree)</i>					<i>(completely agree)</i>

24. Overall, the owner of The Carriage House went beyond my expectations to meet my needs and to make my stay memorable and pleasant.

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

- a gem

25. Overall I was satisfied with my stay at The Carriage House.

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

26. Overall, I believe that staying at The Carriage House represents good value for the seasonal rental fee charged.

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

27. Based on my experience, I would return to The Carriage House and/or recommend it to friends.

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

- Absolutely – we have already re-booked.

Other comments/feedback

28. The three highlights of my stay at The Carriage House were:

- Sunsets!
- Stars!
- Very nice wine and cheese welcome basket
- Beautiful warm weather
- Peace and quiet
- Dinner party with Chris' friends
- Sleeping under the stars on the deck.
- Relaxing in the jet-tub
- The great social times of fireworks, sailing and supper together.
- Sailing
- Great views, food and drink, swimming and company
- Beaches – Monk's Head Beach, finding oysters and mussels for stew
- Having our dog be able to explore and run around off the leash
- Going sailing 3 times and actually learning more about how to do it from a "seasoned professional". Chris is a great teacher and enthusiastic host. We got to meet other families staying nearby. It was great for kids and adults. A perfect balance.
- Pomquet Beach, both as a swim-in from the sailboat and as a drive-in through the Provincial Park.

- Being invited to a party after arriving only 30 minutes earlier and feeling as if we fit right in. Just the right way to begin a vacation.
- 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)

29. 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 – (*no longer a problem*)
- 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!)
- 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.

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

Chris Galea

Feedback and Evaluation Survey The Bishop's Cottage

Latest Rental Season

Thank you for staying at one of my properties. I hope that your stay exceeded your expectations. I am always looking for ways to improve my guests' vacations and would appreciate if you took a few minutes to complete this survey. Many thanks.

For each question below please indicate the extent to which you agree/disagree 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
1. I found the website detailed, helpful and informative.						4.8
1 []	2 []	3 []	4 []	5 []		
<i>(completely disagree)</i>				<i>(completely agree)</i>		
2. I found the information sent detailed, helpful and informative.						5.0
1 []	2 []	3 []	4 []	5 []		
<i>(completely disagree)</i>				<i>(completely agree)</i>		
3. The website/information sent presented an accurate picture of the accommodations and the property.						4.8
1 []	2 []	3 []	4 []	5 []		
<i>(completely disagree)</i>				<i>(completely agree)</i>		
4. The website clearly indicated what there is to do around Antigonish.						4.6
1 []	2 []	3 []	4 []	5 []		
<i>(completely disagree)</i>				<i>(completely agree)</i>		

To improve the website/information sent I would:

- Much better website than most standard rentals
- Your website is very accurate – no surprises – but I'm not sure it accurately (or sufficiently) conveys the natural beauty surrounding your property.

Booking process

5. The process for booking was straightforward and professionally handled.						5.0
1 []	2 []	3 []	4 []	5 []		
<i>(completely disagree)</i>				<i>(completely agree)</i>		
6. I was treated with respect and courtesy while booking.						5.0
1 []	2 []	3 []	4 []	5 []		
<i>(completely disagree)</i>				<i>(completely agree)</i>		
7. Between the time of booking and arrival I was confident that all was well with my planned vacation.						5.0
1 []	2 []	3 []	4 []	5 []		
<i>(completely disagree)</i>				<i>(completely agree)</i>		

To improve the booking process I would:

- keep everything as it

- Excellent job overall – had no worries

The Accommodations

- | | | | | | | |
|---|------------------------------|-------|-------|-------|---------------------------|------------|
| 8. The kitchen and cooking facilities were very satisfactory. | | | | | | 4.3 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 9. The living/entertainment room was very satisfactory. | | | | | | 4.2 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 10. The master bedroom was very satisfactory. | | | | | | 4.6 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 11. The other sleeping accommodations were very satisfactory. | | | | | | 4.3 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 12. The outdoor areas (decks, verandah,) were very satisfactory. | | | | | | 4.8 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 13. Overall, I was very pleased with the accommodations provided. | | | | | | 4.5 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 14. I found the property very clean and tidy upon my arrival. | | | | | | 5.0 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 15. I found the grounds and landscaping very satisfactory. | | | | | | 3.9 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |

- Lawn needed to be trimmed

To improve the accommodations I would:

- We appreciated the fans for the bedrooms and we enjoyed the big new screened-in porch (roof leaked a bit in heavy rain). Perhaps some roll-up bamboo shades for when it's really sunny?
- New kitchen counter (*since replaced*)
- *Flooring in kitchen/entrance (since replaced with terra cotta tiles.)*
- *Bathroom fixtures getting old (all since replaced with new fixtures)*

Recreational activities

- | | | | | | | |
|---|------------------------------|-------|-------|-------|---------------------------|------------|
| 16. Overall, I was very pleased with the outdoor recreational activities (sailing, canoeing, kayaking, biking, walking) provided on the property. | | | | | | 4.7 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |
| 17. Overall, I was very pleased with the indoor recreational activities (movies, games, puzzles) provided. | | | | | | 4.4 |
| | 1 [] | 2 [] | 3 [] | 4 [] | 5 [] | |
| | <i>(completely disagree)</i> | | | | <i>(completely agree)</i> | |

18. Overall, I was very pleased with the outdoor recreational activities (hiking, horseback riding etc) available around Antigonish **4.8**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

19. Overall, I was very pleased with the social (theatre, restaurants, concerts) activities available around Antigonish **4.8**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

- excellent to have a couple really top notch restaurants in a small town and excellent theatre/concerts

To improve the recreational activities I would:

Overall satisfaction and future visits

20. I was very satisfied with the welcome and attention that I received during my time. **5.0**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

21. I was very satisfied with the information and recommendations that I received during my visit. **5.0**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

22. My privacy was completely respected during my stay. **5.0**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

23. I felt very safe and secure while staying at the property. **4.8**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

24. Overall, the owner of the property went beyond my expectations to meet my needs and to make my stay memorable and pleasant. **4.7**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

25. Overall I was very satisfied with my stay. **4.6**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

26. Overall, I believe that this property represents good value for the seasonal rental fee charged. **4.5**
 1 [] 2 [] 3 [] 4 [] 5 []
(completely disagree) *(completely agree)*

27. Based on my experience, I would return to this property and/or recommend it to friends. **4.6**
 1 [] 2 [] 3 [] 4 [] 5 []

(completely disagree)

(completely agree)

Other comments/feedback

28. The three highlights of my stay were:

- Relaxing in a calm quiet atmosphere
- Great place for kids to run around and play in the tree-house
- Great sailing trip with Chris
- The Cabot Trail
- Whale watching
- Community interaction
- The Property
- Relaxing atmosphere
- Our arrival to Antigonish after delays and lost luggage. We were exhausted and then delightfully surprised when we walked in the door.
- Sherbrooke Village Town – excellent
- The sunsets on the deck were just what we needed
- Great place for kids to hang out and lots to do outdoors
- Enjoyed sailing and bonfire organized by host
- Children loved it – lots of things for them to do.
- Loved the rugged beauty and outdoors – great place to be in the summer.

To improve the vacation experience at this property I recommend:

- Add list of fishing places
- Fix sulfur smell in water (new water softener installed though smell is still an issue)
- Improve water quality if you can
- Provide key – sometimes we might want to lock the house even though we know it's a waste of time!! (now made available)
- No low points
- A couple days of bad weather – can you do something about that Chris?!?

Please write other comments below

- Thank you for a wonderful stay
- Thank you for your house and your kindness – we had a wonderful vacation
- We enjoyed our stay at the Bishop's Cottage. The accommodations suited us and the red wine was plentiful! The gift basket was a nice touch.
- Chris – you are definitely a college prof with the survey bit – nice touch though!
- Thank you so much for a great week.
- Book us in for next year please – same time same place.