

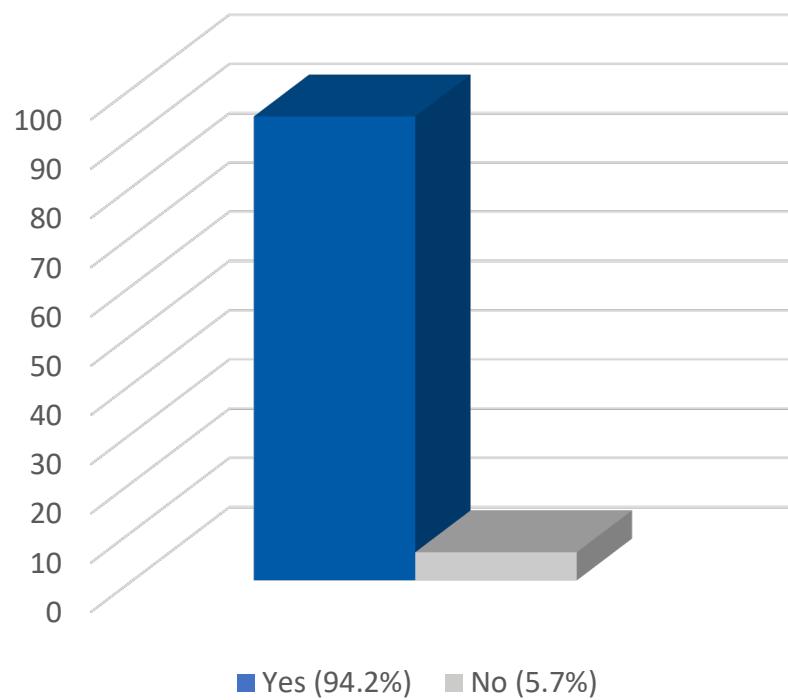


**Spring Break 2019
Post-Trip Survey Results**

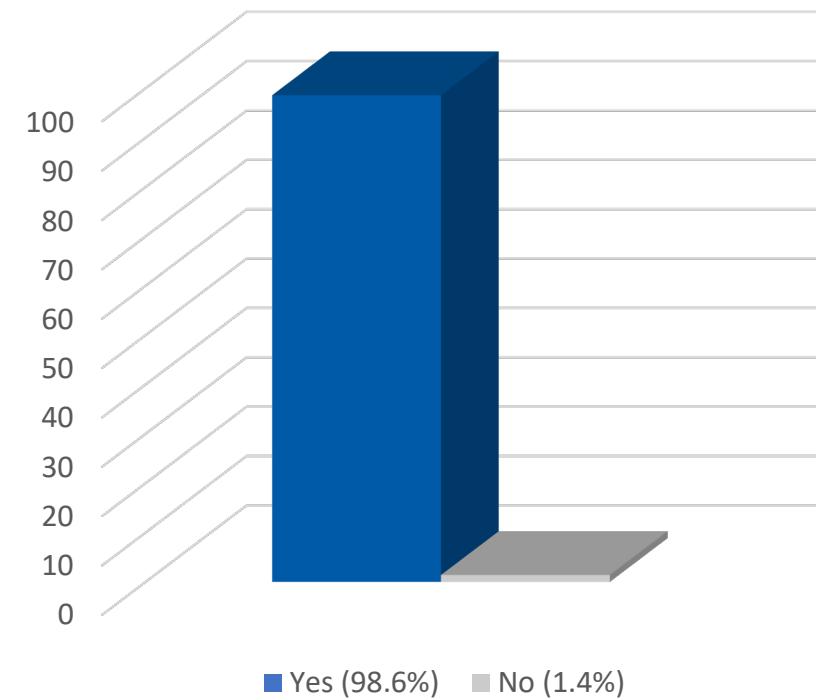
QUANTITATIVE RESULTS

1.1 Trip Booking & Travel Documents

Was the registration process easy and straightforward?



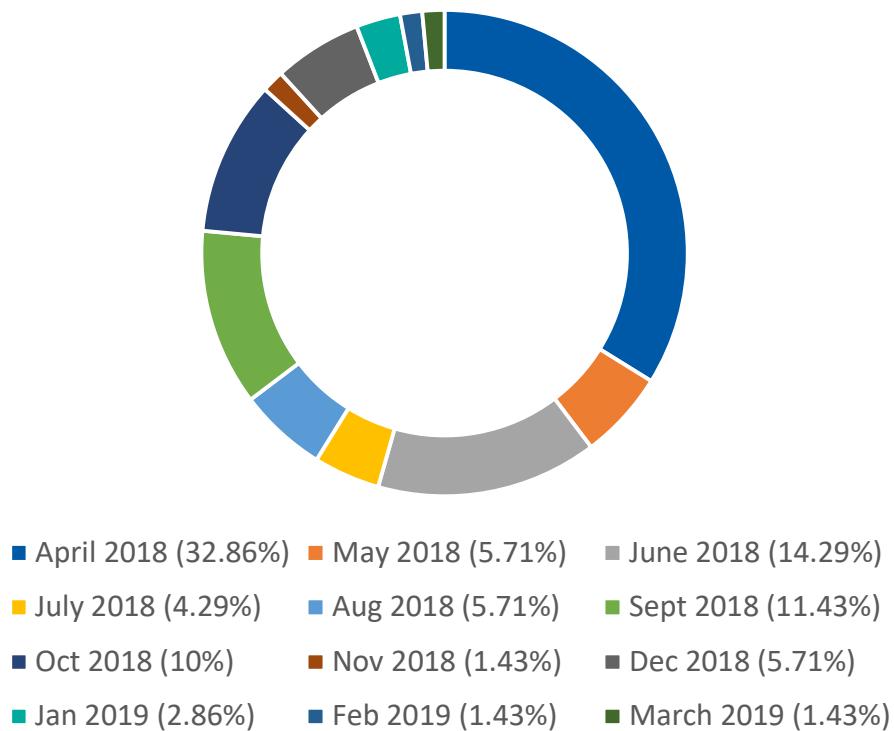
Was it easy to make payments at any time?



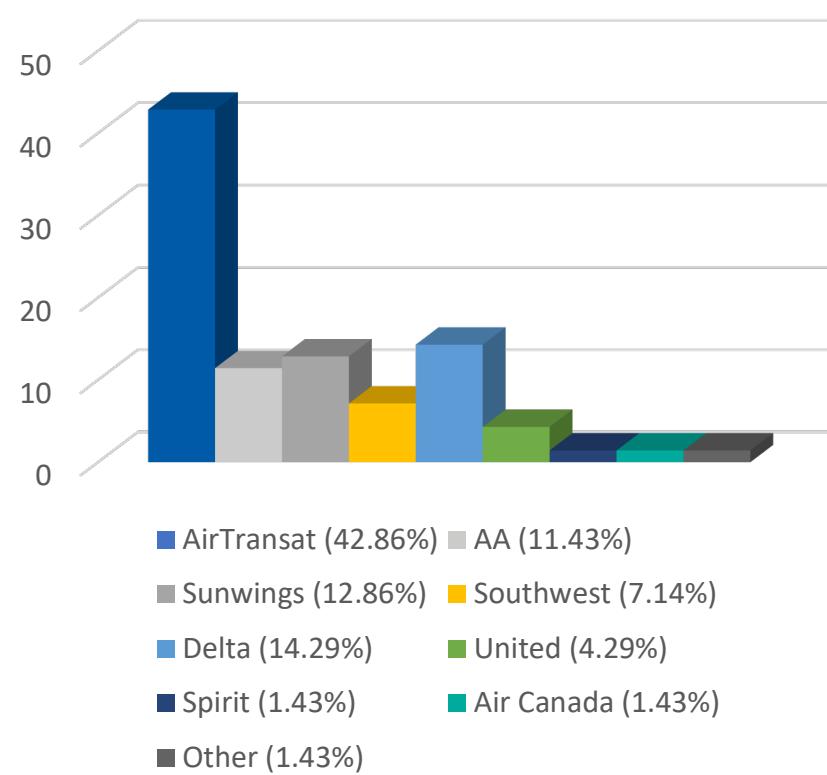
TAKEAWAY: This is an area in which HD was very successful. Most felt booking their trip & flights was easy, appreciated consistent communication with team, and multiple resources of information.

2.1 Fight Booking

When did you book your flights?

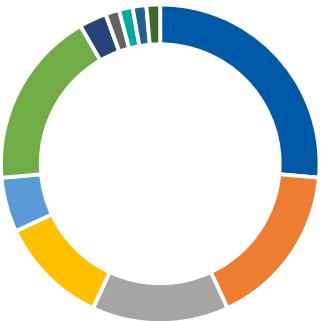


Which airline did you fly with?



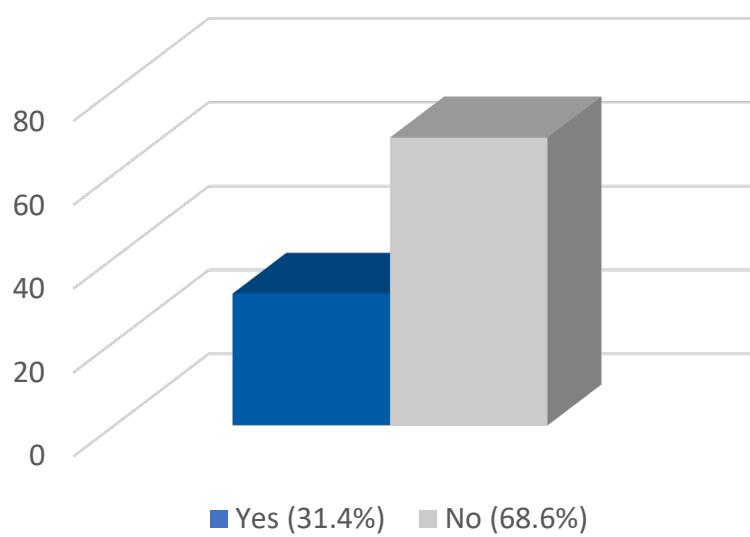
2.2 Fight Booking

What was your approximate air cost per person?



- \$500 (27.14%)
- \$600 (17.14%)
- \$700 (14.29%)
- \$800 (11.43%)
- \$900 (5.71%)
- \$1000 (18.57%)
- \$1100 (2.86%)
- \$1200 (0%)
- \$1300 (1.43%)
- \$1400+ (1.43%)
- Feb 2019 (1.43%)
- March 2019 (1.43%)

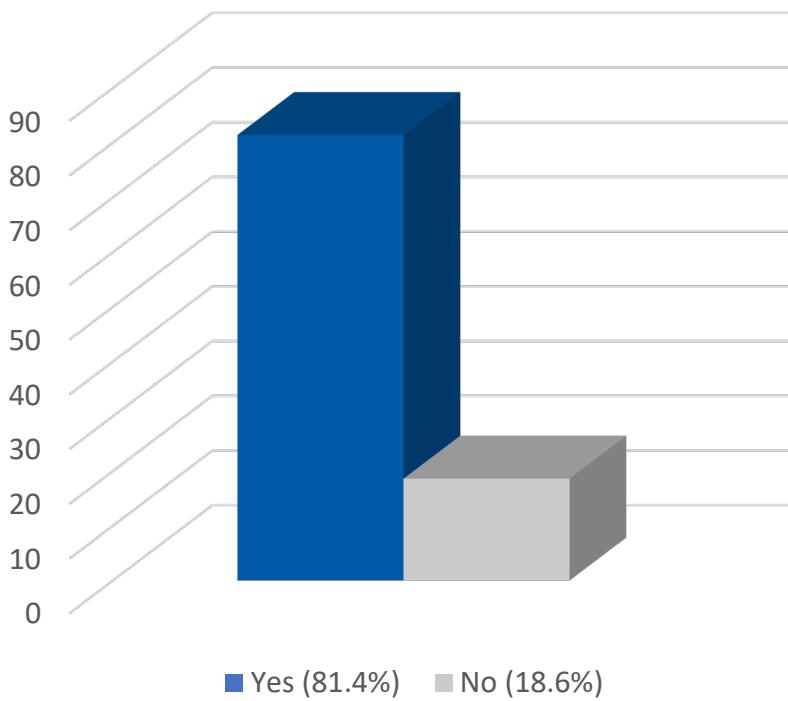
Now having gone through this air booking process, would you pay \$1100-1200 per person for non stop charter air from Detroit on a future Spring Break trip?



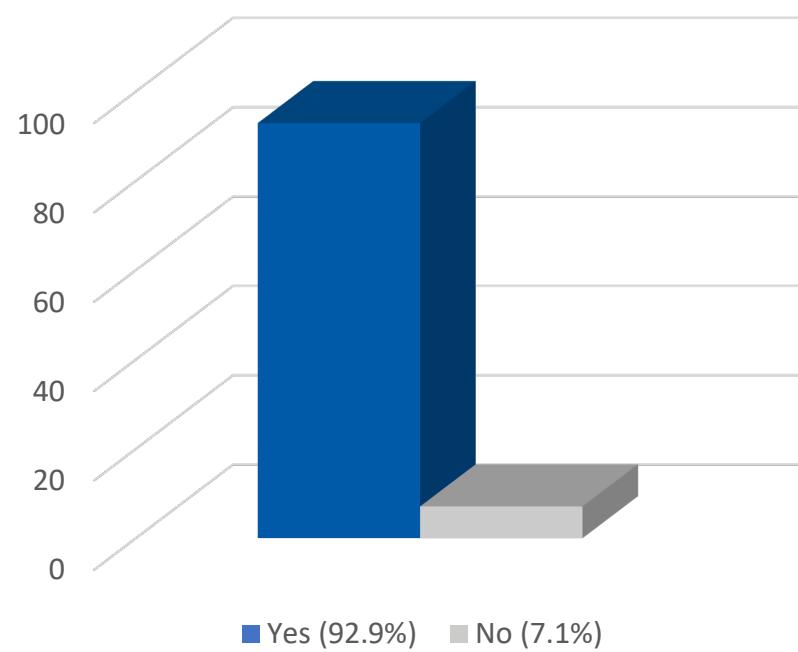
TAKEAWAY: This is another area in which HD was very successful. Most felt their flights were reasonably priced and comfortable. Many enjoyed the convenience of the direct charter out of Detroit.

3.1 Transfers from Airport to Hotel

Was it easy to find your transfer at arrival?



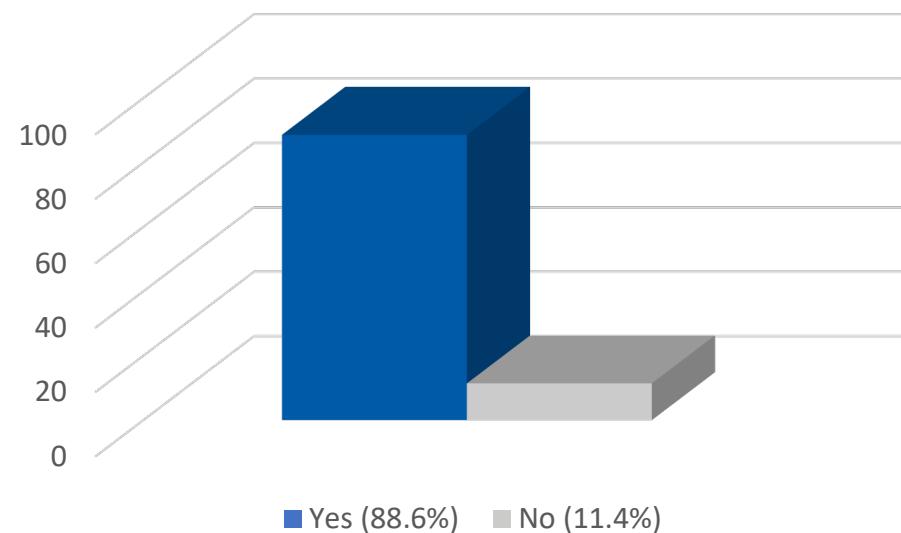
Did you find the quality of the transfer vehicle to be satisfactory?



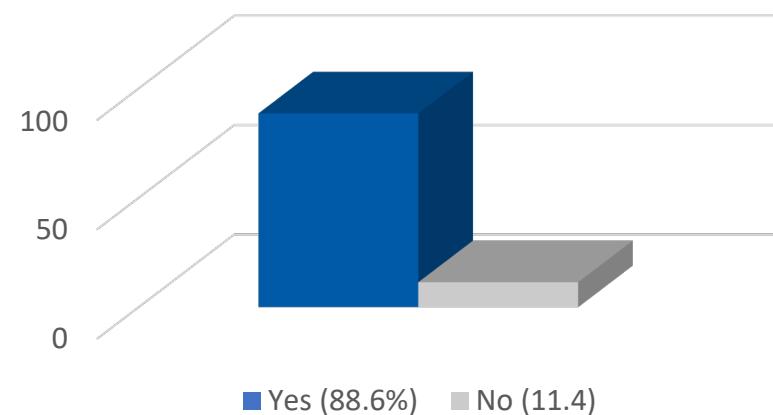
TAKEAWAY: HD/Terissmo was mostly successful in this area as well. Most felt it was easy to find their transfer and enjoyed their ride. However, some felt confused on where to go and suggested an HD team member be present to help direct travelers.

4.1 HD Exclusive White Party

Did you attend the HD Exclusive White Party?



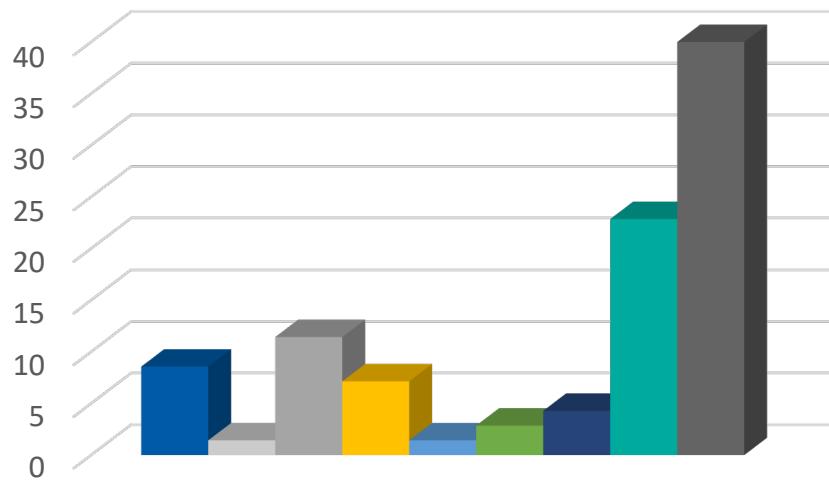
Would you recommend we hold a White Party (or other themed appreciation event) again in the future?



TAKEAWAY: Travelers generally enjoyed the White Party or the idea of a special event to diversify from the other activities at the resort. The most common feedback provided mentioned making the White Party a kids-only event, and possibly hosting a separate event for the parents. Secondly, it was noted that travelers would have enjoyed an event on the beach if possible. Other feedback included adding even more HD-exclusive events such as a pool party, sporting activity, etc; White outfit group photos on the beach; better music.

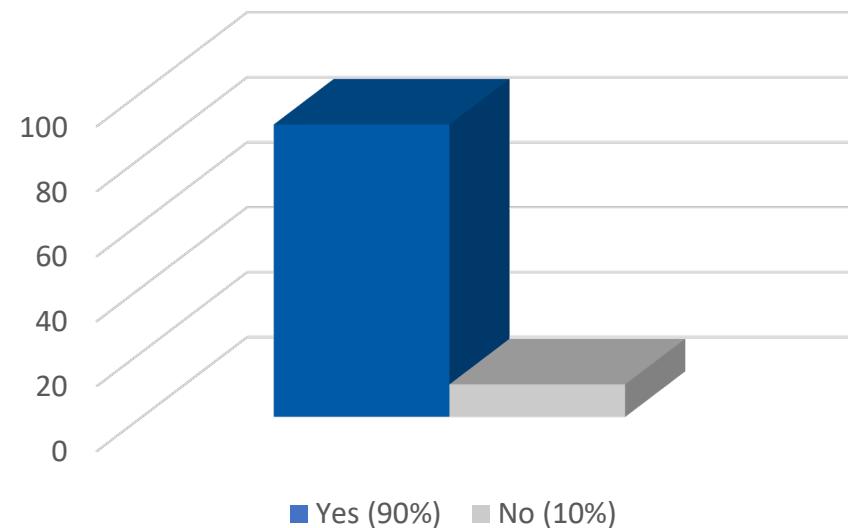
5.1 Restaurants and Reservations

Which restaurant was your favorite?



- Bistro Med (8.57%) ■ Ciao (1.43%)
- Ipanema (11.43%) ■ Isla (7.14%)
- Los Gallos (1.43%) ■ Pizzeto (2.86%)
- The Market (4.29%) ■ Toro (22.86%)
- Zen (40%)

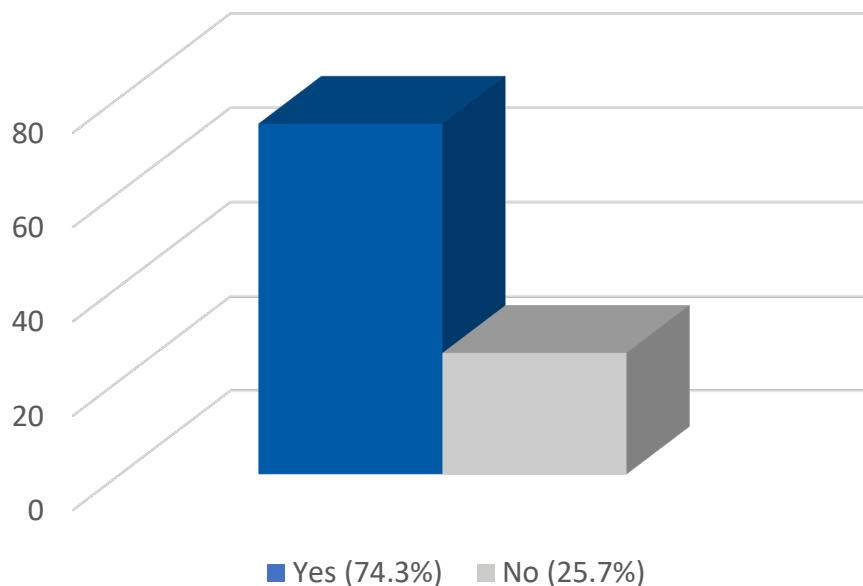
Were you able to get desired dinner reservations and times?



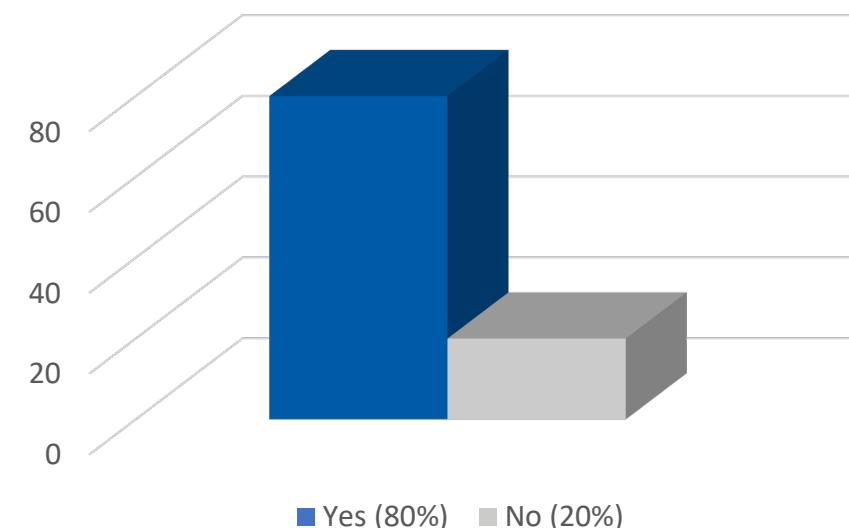
TAKEAWAY: Most people enjoyed the food, however, a group reported getting sick for a majority of their stay. Most felt it was easy to make reservations for dinner.

6.1 Resort Credit

Did you utilize the \$1800 resort credit?

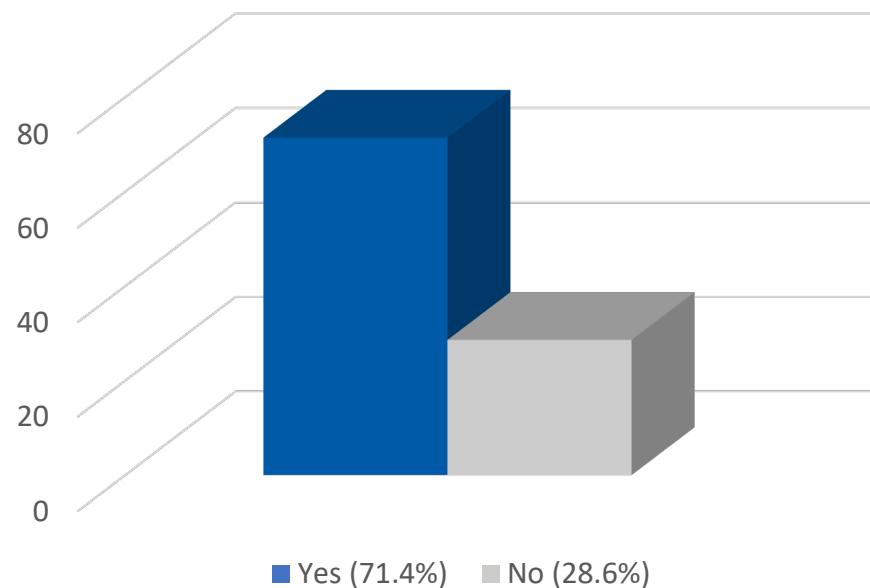


Did you find the resort credit program beneficial and easy to use?



6.2 Resort Credit

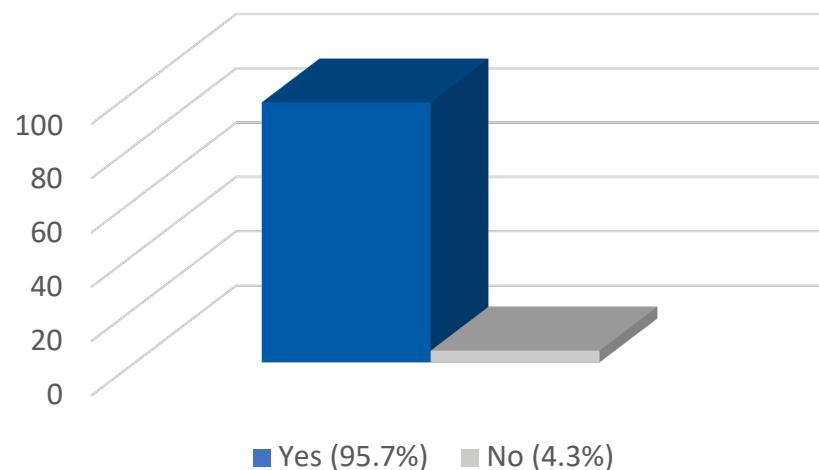
Did you go on any excursions?



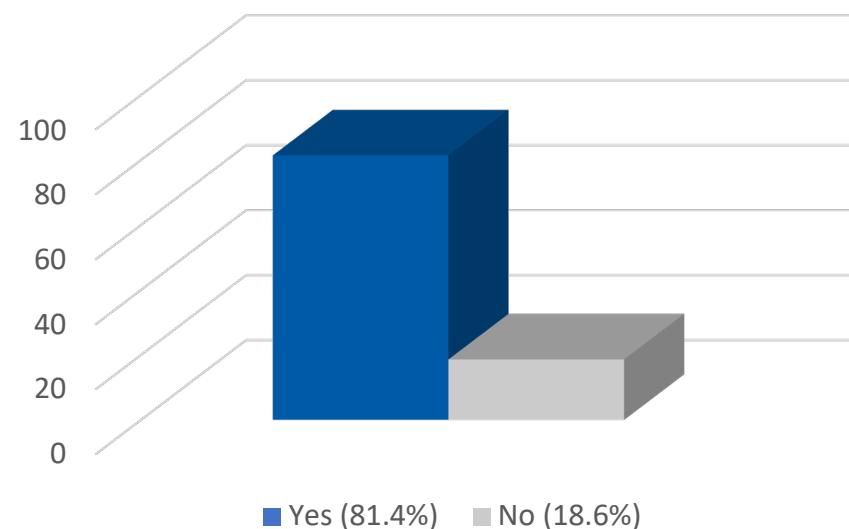
TAKEAWAY: Most people used their resort credit on Bali beds, the spa, and at least one activity/excursion. Some were confused by the 25% service charge, but most enjoyed and appreciated the \$1800 credit.

7.1 HD Travel

Did you feel it was beneficial to have our agency representation onsite during your stay?

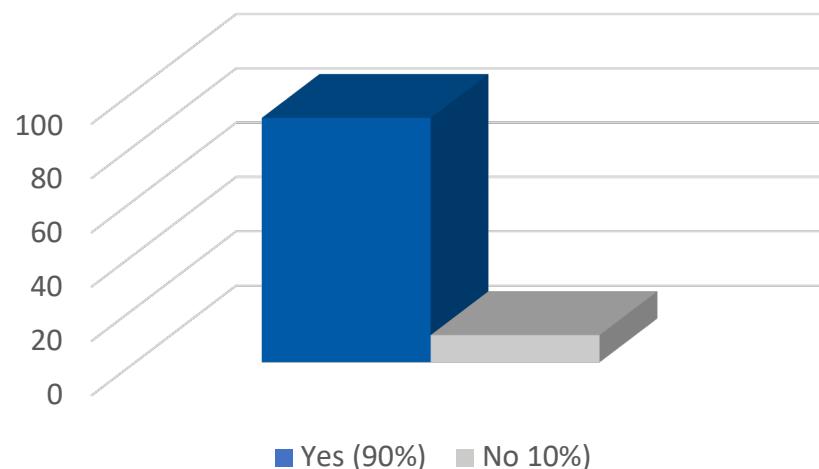


Did you utilize our hospitality & information desk during the trip?

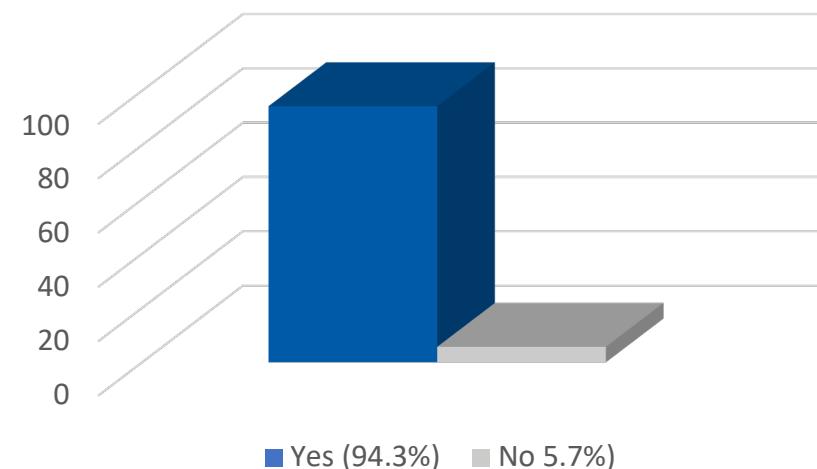


7.2 HD Travel

Did you feel it was easy to find or contact HD Travel representatives when needed?

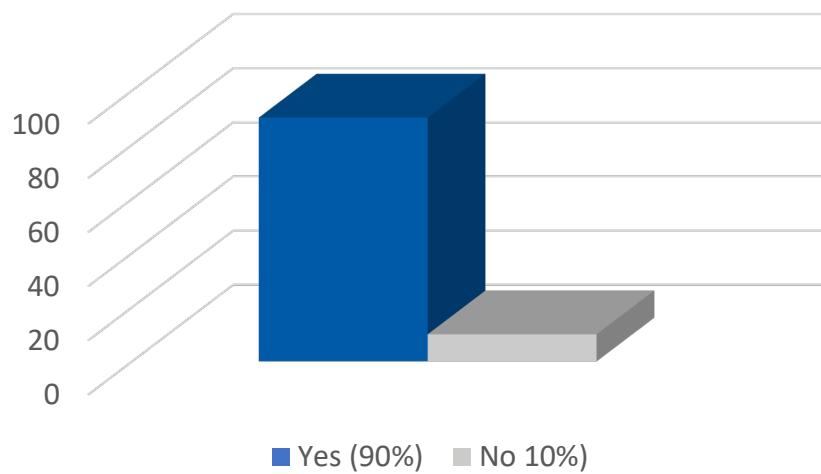


Did you feel HD Travel was successful in communicating with travelers both before and during the trip?

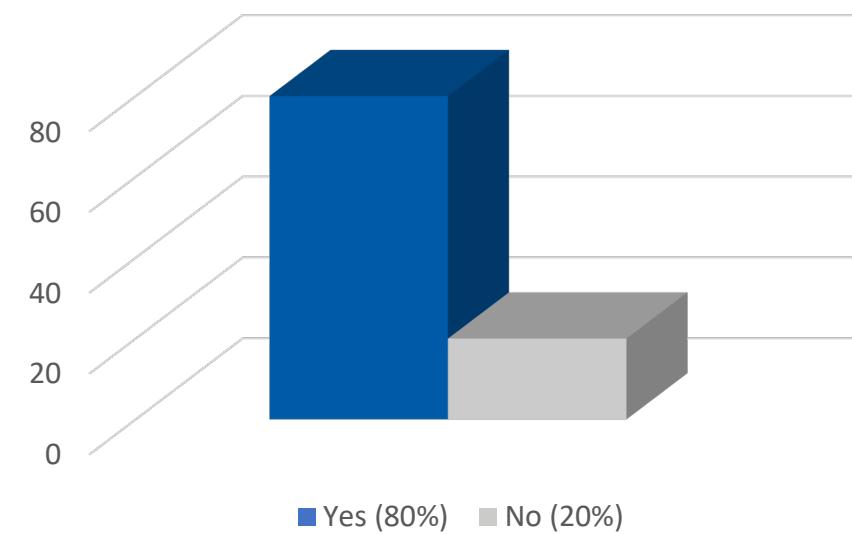


7.3 HD Travel

Would you travel with HD Travel again in the future for Spring Break, or recommend our agency?



Would you consider using us for a trip other than Spring Break?



TAKEAWAY: HD was overall successful in communicating important information to travelers, responding to inquiries before and during the trip, and providing great customer service. Many people visited the hospitality desk, though others were not aware of it/the hours it was available. Some said they did not or could not receive mass texts, others said they don't check their email while on vacation, etc.- it seems that having multiple avenues for sharing information and communicating these options clearly to the travelers will prove beneficial. Most would consider using our services again for Spring Break & other trips in the future.

QUALITATIVE RESULTS

1. Any other feedback on your experience booking the trip or with travel information:

- The staff at HD travel was very professional and helpful at all steps of this process.
- The mailing, with the trip info was great and added to the excitement!
- Everything was very well documented. The information on where to go on at the Punta Cana airport was very helpful.
- The information and updates were helpful. I was glad to receive a paper copy of the itinerary.
- You were all very helpful & friendly! I would recommend the app over the printed documents. Think the need to know list was a great addition to the trip.

2. Any flight booking feedback:

- This was the first time I used a charter flight and would do it again. Nonstop from Detroit to my destination is well worth it. Also the booking process was effortless with HD Travel.
- Did fly direct charter. It was great and would do again
- Many friends did not book the flight as a package and took flights out of Toronto and Cleveland "to save money." I booked everything with HD. We left from Detroit and everything was so smooth. The shuttles, everything was timely. I am so glad that we booked EVERYTHING as a package. It seemed that other travelers that tried to save a little money and fly out of Toronto realized that the return drive home would be tough, later. It's a long day....getting to the airport three hours early in Punta Cana, the flight and then a four hour drive or those that choose to stay overnight in Toronto (added all the savings) back. THE BEST THING WE DID was BOOK THE ENTIRE trip. Flights from Detroit and hotel with HD!!

3. In your opinion, how can we improve our communication methods with travelers?

- I thought HD staff was easily accessible and that you did a wonderful job accommodating the hundreds and hundreds of people you had with you down there! Especially Allie!!
- I only used the onsite person the day of to book my last dinner reservation but it was nice to have someone in that room the first day to help. I liked not having to deal with the Hard Rock concierge.
- You guys were available at all times. Text and email and were returned back fast.
- I spoke with HD before we left for our spring break trip, I had many, many questions. Andy I believe I spoke to was extremely kind and patient with me and my possibly silly questions about everything from drinking water, tipping, credit card usage and several other mom type questions. A very nice guy.
- From my perspective HD Travel Folks Charlie and Colleen are the best! Any questions they were quick to respond. Charlie was on it at the resort and Colleen had our family prepped and ready to go prior to.

4. Final thoughts on your trip and/or HD Travel + General Comments

- My first trip with a travel agency and I was very pleased with everything you did. Thank you for a fun trip.
- I would sincerely use this travel agency again, for a family trip.....I am big about communication and loved the emails and text messages! Felt in the loop!
- Enjoyed the trip a lot. Liked having the kids on resort with a lot of activities. Seems like the kids were hanging in rooms a ton. It was nice to have the group Booze Cruise Organized. That was my sons favorite memory. That and golfing with my husband. Most nights us adults were out on Patio Bar. Would be nice to have a outdoor bar with music midpoint on resort.
- I will recommend you to everyone looking for a travel company!!!! I highly recommended you to the next year's Romeo parent. I told all of next years parents not to hesitate going with HD Travel. Thank you for providing such great service. You were great from the very first phone call to the end of our trip. I am very grateful!!!
- With so many families to manage, it was very helpful having HD organize everything for us! Allie matched pricing we had found on our own fairly closely and the different was worth it for her assistance.