

Pond Paddock Vineyard

248 Te Muna road, Te Muna, Martinborough 5784, New Zealand

CUSTOMER COMPLAINT and SUGGESTION FORM

Dear Esteemed Guest,

We extend our heartfelt gratitude for choosing to stay at our apartment. Your presence is greatly appreciated, and your comfort is our utmost priority.

We wholeheartedly welcome your feedback, whether suggestions, compliments, or concerns. Your input is valuable in enhancing our services and ensuring an exceptional experience for all our guests.

Please feel free to email your thoughts to rodina@alemagna.com.

Thank you once again for your patronage. We look forward to exceeding your expectations and hosting you again in the future.

Daniele & Martina Alemagna

Name of Guest: _____

Date of stay: ____/____/____ To ____/____/____

N. of Guests: _____ Booked on Airbnb Book-a-Bach. Other: _____

☎: +____/____/____ Email: _____@_____

Suggestion Compliment Complaint Other: _____

For complaints, please specify the nature of the complaint:

Communication with hosts Listing description Photos Amenities

Size of home Accessibility Cleanliness Heating Noise Wifi

Other: _____

Continued on the next page...

Please write the details of your feedback:

Thank you for your time in filling out this feedback form 😊