

International Festival Weekend June 2019 Survey

1. Did you have guests staying in your accommodation who came purposely for "Abode on the Rock"?

| Answer Choices | | Response Percent |
|----------------|-----|------------------|
| 1 | Yes | 100.00% |
| 2 | No | 0.00% |

2. If YES did you know that these guests were actually coming for "Abode on the Rock"?

| Answer Choices | | Response Percent |
|----------------|-----|------------------|
| 1 | Yes | 34.29% |
| 2 | No | 65.71% |






3. How did these guests book your accommodation?

| Answer Choices | | Response Percent |
|-----------------------------|------------------------------------|------------------|
| 1 | Through an on-line booking portal | 74.29% |
| 2 | Through facebook | 8.57% |
| 3 | Directly with you through internet | 11.43% |
| 4 | Through a tourism operator | 20.00% |
| 5 | Other (please specify): | 5.71% |
| Other (please specify): (2) | | |








3. How did these guests book your accommodation?

| | | |
|---|---|---|
| 1 | 18/06/2019 13:28 PM ID: 119838502 | Multiple - both through portals and direct. |
| 2 | 18/06/2019 14:01 PM ID: 119843061 | Booking.com & Airbnb |

4. How many of these guests were staying in your accommodation?

| Answer Choices | | | Response Percent |
|----------------|---------------------|--|------------------|
| 1 | Between 2 and 4 |  | 22.86% |
| 2 | Between 5 and 8 |  | 31.43% |
| 3 | Between 9 and 12 |  | 11.43% |
| 4 | Between 13 and 17 |  | 5.71% |
| 5 | Between 18 and over |  | 28.57% |
| | | | |
| | | | |

5. How can you describe the behavior of these guests?

| Answer Choices | | | Response Percent |
|----------------|------------|---|------------------|
| 1 | Very Bad |  | 37.14% |
| 2 | Rowdy |  | 31.43% |
| 3 | Noisy |  | 37.14% |
| 4 | Disruptive |  | 28.57% |
| 5 | Disorderly |  | 28.57% |
| 6 | Wild |  | 25.71% |
| 7 | Normal |  | 28.57% |
| | | | |
| | | | |

6. Were the guests for "Abode on the Rock" accommodated within or near accommodation shared by different type of guests?

| Answer Choices | | Response Percent |
|----------------|-----|------------------|
| 1 | Yes | 80.00% |
| 2 | No | 20.00% |

7. If YES did you receive any complaints from the other guests?

| Answer Choices | | Response Percent |
|----------------|-----|------------------|
| 1 | Yes | 51.43% |
| 2 | No | 48.57% |

8. If YES how did you settle the complaints?

| Answer Choices | | Response Percent |
|----------------|--------------------------------|------------------|
| 1 | Amicably | 28.57% |
| 2 | Through a form of compensation | 39.29% |
| 3 | Other (please specify): | 39.29% |






Other (please specify): (11)

| | | |
|---|---|----------------------|
| 1 | 18/06/2019 11:03 AM ID: 119814328 | no complaints |
| 2 | 18/06/2019 11:13 AM ID: 119816300 | no complaints |
| 3 | 18/06/2019 11:17 AM ID: 119817031 | We moved their house |



8. If YES how did you settle the complaints?

| | | |
|----|---|---|
| 4 | 18/06/2019 11:23 AM ID: 119817434 | There were no complaints. It was a breath of fresh air seeing all the young people in Gozo. Why do you do a survey with the aim of finding complaints about this party? You cannot even complete the survey because all questions require an answer and if one had no problems with these guests there are answers which are not applicable |
| 5 | 18/06/2019 11:33 AM ID: 119819643 | Repeated, for sure they will not return |
| 6 | 18/06/2019 13:13 PM ID: 119836605 | none |
| 7 | 18/06/2019 13:19 PM ID: 119836953 | This is not applicable. However, I want to put forward a suggestion here because there was nowhere else to do so, owners should be advised of what is going on, both for positive means as well as for negative ones, that is to be warned about such activities. Thank you. |
| 8 | 18/06/2019 14:31 PM ID: 119849584 | No settlement required |
| 9 | 18/06/2019 14:36 PM ID: 119849321 | no 7 was no |
| 10 | 21/06/2019 11:44 AM ID: 120142136 | not applicable |
| 11 | 21/06/2019 15:18 PM ID: 120167177 | |



9. What value do you give to the compensation given to your guests who complained?

| Answer Choices | | Response Percent | |
|----------------|-----------------------|---|--------|
| 1 | Less than €100 |  | 50.00% |
| 2 | Between €100 and €300 |  | 20.00% |
| 3 | Between €300 and €500 |  | 10.00% |
| 4 | More than €500 |  | 6.67% |
| 5 | None |  | 13.33% |
| | | | |
| | | | |

10. Will you accommodate again such guests in the future?

| Answer Choices | | Response Percent | |
|----------------|-----|--|--------|
| 1 | Yes |  | 28.57% |
| 2 | No |  | 71.43% |
| | | | |
| | | | |

11. Do you believe that Gozo should be marketed and promoted for such International Festivals?

| Answer Choices | | Response Percent | |
|----------------|-----|--|--------|
| 1 | Yes |  | 22.86% |
| 2 | No |  | 77.14% |
| | | | |
| | | | |