# sapphirecoast BUSLINES

# Book 10 buses and get the 11th for free*

## It's so easy!

If you are using our online booking service via www.scbuslines.com.au we will keep track of your bookings for you!

We also welcome bookings by fax or email!

## Want to know more?

Call us on **6495 6452** or email **charter@scbuslines.com.au**

And remember, you can book your charters online at **www.scbuslines.com.au**

### sapphirecoast BUSLINES

www.scbuslines.com.au • phone (02) 6495 6452 • fax 02 6495 6251

email charter@scbuslines.com.au

* Conditions apply, see our website for full conditions

South Coast Transit t/a SC Buslines: ACC number 38747 - Travel Agency Licence No: 2TA6103

# SURVEY

**Sapphire Coast Buslines is a locally owned business, and we strive to ensure that the quality and safety of our bus services is maintained to the highest possible standard. We appreciate constructive feedback to give us an understanding of your experiences with us, and this helps us improve our services.**

*If you could please take a few moments to complete this survey it would be much appreciated. Please be honest, we are interested in all feedback.*

*You can scan and email your survey to charter@scbuslines.com.au or fax to 02 6495 6251*

1. Before today, did you know about the *SCB 10-for-11* customer loyalty program?  ☐ YES  ☐ NO

2. If so, does this program encourage you to use SCB ahead of another bus company for your charter bookings?  ☐ YES  ☐ NO

3. Do you have any other ideas for a customer loyalty program that would encourage you to use SCB for your school and sporting charters?
   *If so, we'd love to hear them!*

   _____

   _____

   _____

4. Do you currently itinerary plan and book your school excursions?  ☐ YES  ☐ NO

5. Did you know SCB has a staff member dedicated to group itinerary planning for school, sporting and other trips?  ☐ YES  ☐ NO

   Would this interest you for your school excursion planning?  ☐ YES  ☐ NO

6. Please circle the **Top 3 factors** for deciding **who you use** for your bus charter services?

   > *Price*                                          > *Loyalty*

   > *Safety*                                         > *Responsiveness to your requests*

   > *Ease of booking*                                > *Timeliness of receiving quote*

   > *Driver friendliness and experience*             > *Seatbelts*

   > *Other....(please state)* _____

   _____

**Thankyou for your input.**