



Your opinion is important to us
The resort is certified "Famille Plus".
We do our utmost to ensure
your family holiday is a success.
Therefore your opinion is important to us



Is it the first time you spend your holidays in the mountain with your family during this season? YES NO

Do you know the « label Famille Plus »?

Have you heard about the label « Famille Plus »?

YES

NO

If yes, how did you hear about it?

Online Word of mouth In the resort where I am currently staying

During a previous stay in a labelled resort

Other : _____

Does the label « Famille Plus » affect your choice of destination?

YES

NO

What is your **best** memory of your family holiday?

What is your **least pleasant** memory of your family stay?

What is the composition of your family?

Number of children on holiday with you : _____

Number of children by age range: 0/2 years: ___ 3/6 years: ___ 7/12 years: ___ 13/18 years: ___ 18+ years : ___

What is the composition of your family on holiday?

Two-parent family - 2 parents and 1 or more children Single-parent - 1 adult and 1 or more children Intergenerational
- Family with children, parents, grandparents, cousins, friends...

Blended - Adults and children of several families Other : _____

What is your level of satisfaction with welcoming families and children?

	Not at all satisfied	Not very satisfied	Satisfied	Very satisfied	Completely satisfied
Accommodation	★	★	★	★	★
Restaurants	★	★	★	★	★
Sport shop	★	★	★	★	★
Family/children's entertainment (Shows, torchlight, day or evening events...)	★	★	★	★	★
Family/children's activities (snowshoeing, dog sledding...)	★	★	★	★	★

Thank you for your comments and suggestions

What is your level of satisfaction concerning the care available for children in the resort?

	Not at all satisfied	Not very satisfied	Satisfied	Very satisfied	Completely satisfied
Day nursery for under 6 years	☆	☆	☆	☆	☆
Children's club 6/12 years	☆	☆	☆	☆	☆

Thank you for your comments and suggestions

If winter, period of stay

Christmas Holidays January Winter break (February/March) March Spring holidays (April)

What is your level of satisfaction regarding snow activities?

	Not at all satisfied	Not very satisfied	Satisfied	Very satisfied	Completely Satisfied
Snow kindergarten 3/6 years	☆	☆	☆	☆	☆
Ski lessons 5/12 years	☆	☆	☆	☆	☆
Ski area : beginner areas	☆	☆	☆	☆	☆
Ski area : Comfort facilities (toilets, picnic areas...)	☆	☆	☆	☆	☆
Ski area: recreational elements (fun runs, snow park...)	☆	☆	☆	☆	☆
Sledding area for the toddlers	☆	☆	☆	☆	☆
Sledding area for 6/12 years	☆	☆	☆	☆	☆

Thank you for your comments and suggestions

General opinion on the welcome of families/children: transport, welcome, security, amenities, services... ?

	Not at all satisfied	Not very satisfied	Satisfied	Very satisfied	Completely satisfied
General reception of families	☆	☆	☆	☆	☆

Thank you for your comments and suggestions

What is the probability that you would recommend the ski resort to a family member or friend?

Extremely low probability

Extremely high probability



CHAMROUSSE
ALPES-FRANCE 1700