



Friends of Dundonald Castle (SCIO 31541)

Survey

Please complete and leave with a staff member, thank you for your support!
(Your Answers are Completely Anonymous)

Date CONDUCTED BETWEEN NOVEMBER 1ST, 2018, AND JANUARY 31ST, 2019.

1) How did you first hear about the Castle? (tick all the boxes which are appropriate)

- | | | |
|--|--------------------------|-----|
| Recommendation from Accommodation Provider | <input type="checkbox"/> | 2% |
| Recommendation from a Friend | <input type="checkbox"/> | 39% |
| Our Website | <input type="checkbox"/> | 6% |
| Social Media | <input type="checkbox"/> | 3% |
| Other (Please Specify) | | |
| LOCAL RESIDENT | | 41% |
| DRIVING PAST / H.E.S. / TRIP ADVISOR | | 9% |

2) When I come I want ...?

- | | | |
|----------------------------|--------------------------|-----|
| To visit the Castle | <input type="checkbox"/> | 20% |
| To visit the Shop | <input type="checkbox"/> | 20% |
| To visit the Café | <input type="checkbox"/> | 31% |
| To visit the Museum | <input type="checkbox"/> | 14% |
| To participate in an Event | <input type="checkbox"/> | 15% |

3) How many visits have you made to the Visitor Centre/Castle in the last year?

- | | | | | | | | | |
|-------------|--------------------------|-----|-----------|--------------------------|-----|----------|--------------------------|-----|
| First visit | <input type="checkbox"/> | 29% | 2-3 times | <input type="checkbox"/> | 21% | 4+ times | <input type="checkbox"/> | 50% |
|-------------|--------------------------|-----|-----------|--------------------------|-----|----------|--------------------------|-----|

CONTINUED OVERLEAF

4) Please Score the Following:

	5 (very good)	4 (good)	3 (average)	2 (poor)	1 (very poor)	n/a
Welcome	84%	13%	3%			
Castle Tour	67%	29%	4%	1%		
Café						
Food/Service	71%	29%				
Toilets	78%	14%	8%			
Exhibition	61%	36%	2%		1%	
Overall Experience	68%	31%	1%			

5) Where do you live? (e.g. Scotland)

SCOTLAND 88% ENGLAND 5% OVERSEAS 7%

6) Please tell us the first part only of your postcode (e.g. KA2)

7) What did you enjoy most about your visit today?

8) What did you enjoy least about your visit today and why?

9) The Friends of Dundonald Castle are planning to expand the size of the Visitor Centre to improve and increase its facilities, and to provide a better visitor experience. Please ask for more information. Would you be in support of this plan?

Yes No Unsure
 98% NIL 2%

10) What additional services or facilities would you like to see provided at the Visitor Centre or Castle?

If you would like to join FODC please note your e-mail address here:-