

# New Forest Safari Campers

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New Forest Safari Campers are a VW campervan hire company based in Wootton, New Milton.

Through customer feedback the business have equipped the campervans with everything that the customer needs and provide an extensive 'Safari Guide' of recommended campsites, must see attractions, local restaurants and even things to do on a rainy day. This allows the business to showcase the very best that the New Forest has to offer.



A support service is available 24/7 which can be used if there are any questions, whether these be regarding the van, mechanical or anything else. All vans are hired with full AA cover with a spare van available if required.

Time is spent gathering feedback from returning customers, by using feedback forms provided at the end of the hire and they encourage customers to use their blog, Twitter and Facebook pages. This feedback is fed back into the planning process of the business, in order that future customer experience is always improving.



Throughout the past 12 months, the business has implemented a number of new initiatives to improve the customer experience. These include flexible booking periods, an intuitive online booking system and a specially

commissioned 'How to Drive a Campervan' video which is shown at handover and has notably improved the wear and tear of vehicles. This is shown in the new waiting room with complimentary refreshments and activities for children.

