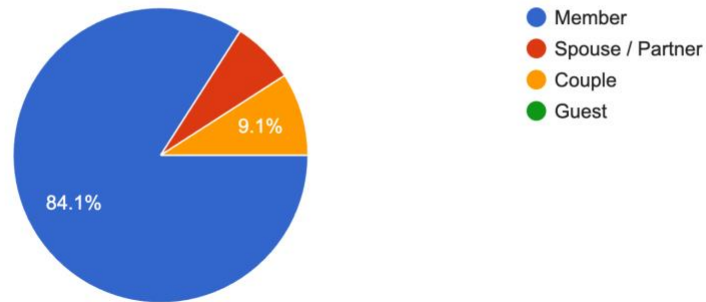


ALLIANCE Schlumberger Merida Reunion Survey

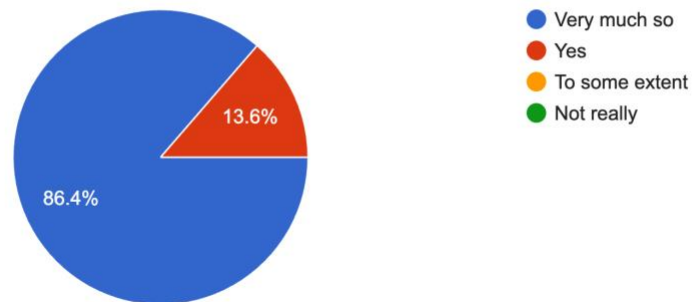
I answer this survey as a ...

44 responses



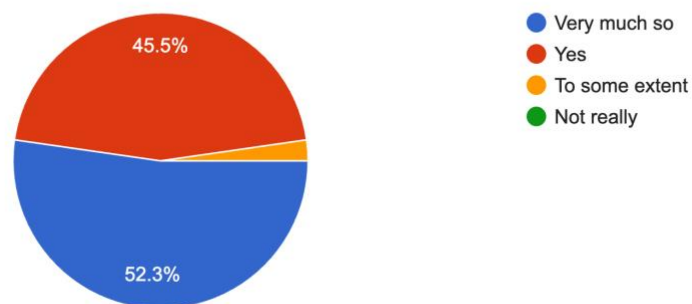
Overall, the reunion was a success

44 responses

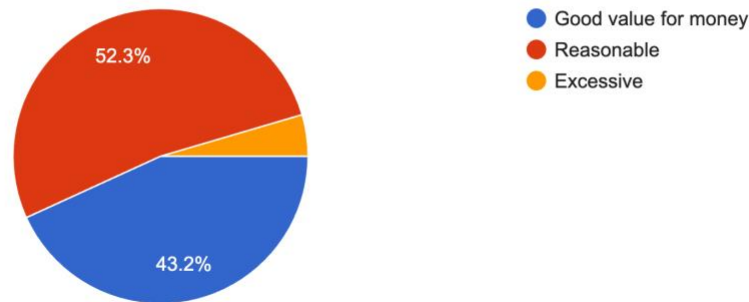


There was enough free time for chatting, strolling, drinking, hanging around

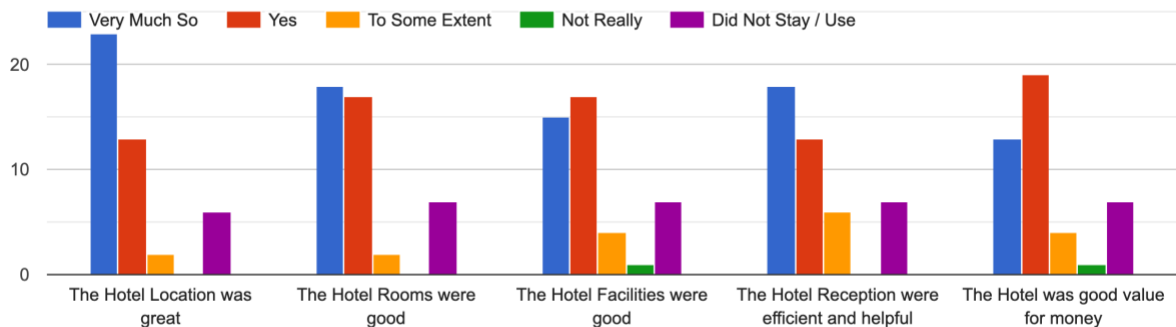
44 responses



The reunion total cost per participant (excluding travel costs) was
44 responses



The Fiesta Americana Hotel was a good choice



Any comments about your hotel

It would have been easier if breakfast had been included when we booked the hotel. The hotel was not expensive si the price of the breakfast did appear high but the final bill was good value.

Algunas solicitudes no fueron atendidas.

Cost of room + breakfast almost identical to that in Thessaloniki. Breakfast buffet was excellent.

NH hotel was nice but noisy

We stayed at the Wayam Mundo Imperial hotel, 5 minutes walking distance from the Fiesta Americana. Smaller, quieter, excellent service, friendly staff (like everywhere in Mexico it seems)

Needs some maintenance

Due to the fact that the Fiesta Americana did not include Breakfast, we stayed at the Courtyard Marriott that was a 3 min walk away that did include breakfast.

No use I live in medido

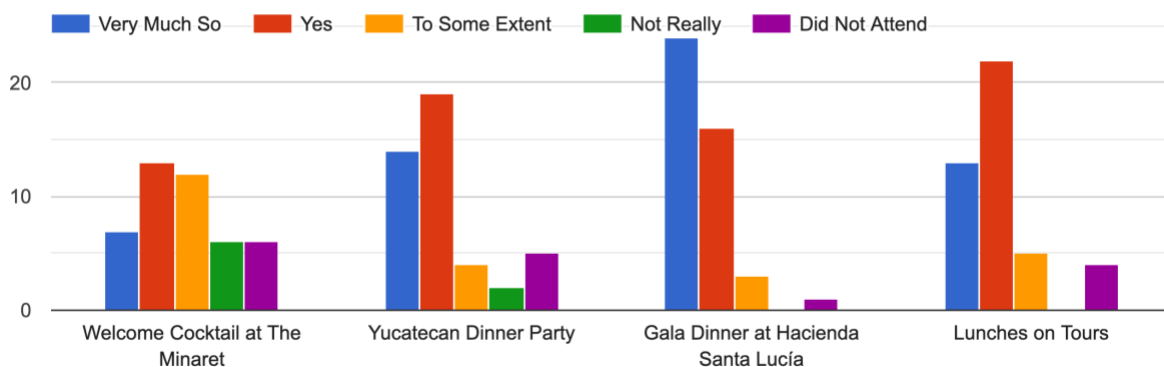
excellent choice of hotel and location, breakfast not served before 7AM was an issue, other restaurants apart from coffee shop closed for dinner on Uxmal cancelled night was disappointing

All staff friendly and helpful

Breakfast buffet overpriced for quality of food

Check-in speed could be improved
 Room was wheelchair accessible to a degree - somewhat cramped. Restaurant and bar were expensive for Mexico. Location was somewhat isolated.
 Not needed
 Expensive hotel, but terrible service for the price. Small issues with the rooms and breakfast that needed constant calling to the reception to be halfway solved.
 Great value-price for the selected city !!!
 I have a house in Mérida, it was not necessary to use the hotel.
 Our boutique hotel Wayam was very pleasant
 very good

The meals and drinks were good and pleasant

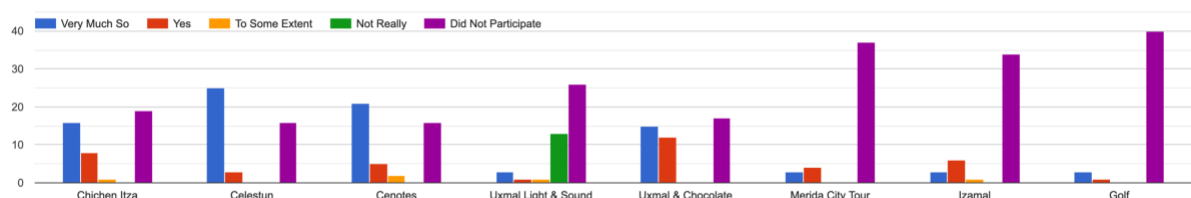


Any comments about the meals and drinks

All three meals were good. The gala night was the best in the 25 reunions I have attended. The venue, the speaker, the entertainment and the food and drink were all excellent. The first evening I struggled to get a non alcoholic drink and more substantive food. But it was a lovely venue.
 Difficult to order soft drinks at the Welcome Cocktail. Not having wine or beer included in the lunches was fine. Easy to order as required.
 I was told by a Mexican friend "not to fall for the Yucatecan gastronomy museum" but only the day after we went there...
 The finger food was not great at the Minaret
 Tour lunches were too much of same kind of food
 Minaret food was not great, Yucatan dinner OK, Gala Dinner food good but service extremely poor (obviously overwhelmed by the number of people. Our table was served only half the main course, without ability to choose the entree. Then the other four waited 20 minutes before being served. And the two vegetarians did not get vegetarian food!
 We had red dots on our badges, but at every meal we had to explain and ask over and over again to ensure we were not served Pork dishes and it seemed that no one had informed any of the restaurants about our dietary requirements. It was particularly difficult at the Minaret where the canapes were served on large plates all mixed together.
 Too much Cochinita pbil.

Food at the Minaret was appalling
 Miner et was a little crowded and with poor access for invalided persons
 The gala dinner was too far.
 The seafood lunch on the beach at Celestun was the best.
 Best lunch was at Cenotes
 We could not chose meal between the 2 options (pork or chicken) during Gala Dinner they just serve pork in one seat and chicken in the other.
 I found the welcome cocktail substandard in relation to the price offered.
 All venues were great but food quality not that great.
 Access to Minaret for challenging for some people
 The welcome cocktails were fine but the finger food not very healthy nor tasty..
 Most of the time we have been offered the same food: cochinitillo pibil" and "pollo pibil", not a very good choice.

The tours were well organised and interesting



Any comments about the tours and guides?

Tours vans seats were tight. On the Cenotes van trip the AC broke down, the cabin was like a sauna. On the Celestun van trip, the flat tire change took a long time because the lack of proper tools to remove the bolts from the spare tire. The tours themselves are first-class. I enjoyed all 3 of my tours. I am grateful that as my spouse has some mobility issues we were in the smaller van. The Celestun tour was the highlight of my trip. Even the flat tyre was fun!

Excelentes

Organisation of the tour vans and buses worked very well, despite the minor problem of numbering on the name badges. It would have been useful to have been given some indication of the amount of tip to be given to the guides and drivers. This is the first Reunion I have attended where the availability of tours exceeded the number of tour days, meaning that I nearly missed out on one of my preferred tour choices.

They were excellent

excellent english-speaking guide for the Uxmal and Chocolate tour

It was a good arrangement

Personal opinion – the tour guides need to give more gaps in their chatter in order to let participants talk amongst themselves a little more.

Guides overall very good

Very well organized. Guides were very knowledgeable and helpful

Not enough time at the Chocolate museum!

The tours and guides were first class, however the name badges were not complete and incorrect and confusing. We actually completely missed the tour to Izamal as it was not on our badges and we had booked and paid for it so long ago that we had forgotten that we had

signed up for it. Also the bus numbers were messed up. It was disappointing that the bus driver got lost on the way to the Hacienda.

Excellent guides, outstanding Celestun

the agency not offering an improvised group dinner in a nearby hacienda instead of an immediate return to Merida (yes, 3 hours in a bus total) when Uxmal L&S was found inoperant was disappointing. Then not spontaneously offering a full refund for this missed event is unprofessional and a grantee I will never use them again despite a good prestation for the overall event

Generally well organized and not too far

It is a pity that the Uxmal Light and Sound show was cancelled.

All tour guides were friendly and helpful

Chichen Itza tour tried to do too much, should have skipped the Cenote visit.

Cenotes could have been explained better as to total operation at the caves.

Disappointed with Uxmal L&S, what else?...

Excellent. Very well organized.

Great guide, Gabriel, which complemented the good choice of tours

Guide were good, helpful and friendly

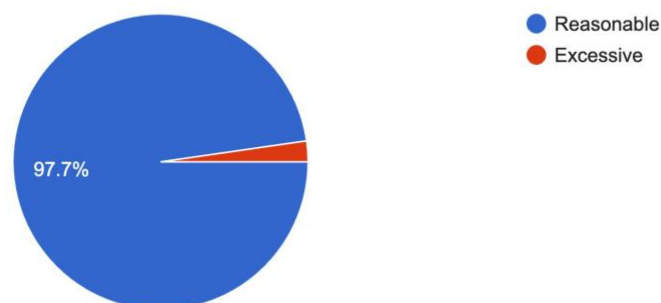
The Uxmal Light was not the fault of the organization, was the union karma on SLB former managers. All the tours were brilliantly organized.

Well organised, great guides, some better than others and good food served quickly so congratulations to the Organisers!

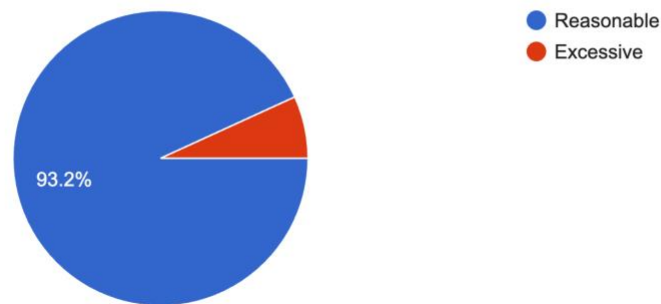
Very good tours and guides

The amount of walking was

44 responses



The amount of time spent on buses was
44 responses



Any comments about amount of walking and time on buses?

Buses leaving dinner gala not well organized - people were scrambling to get on 1st bus

No, the guides were very good.

The time on buses for the day tours was okay, but having to hop on a bus again for the evening events was a bit too much for us

Best not to use vans/ no view out for 40% of passengers in those vans

The process of multiple checking and calling out names and counting was frustrating and unnecessary. We were all checked when boarding each bus, therefore there is no need to call everyone's names again AND then do a head count.

buses very well organised, except for the undue long wait and messy crowd handling on return from gala dinner

Sitting in the rear seat of the vans was truly uncomfortable (the buses were fine).

Try pushing a wheelchair and getting your non-walking wife on a bus. AC on the bus for Cenotes did not work.

Extreme heat made it difficult for some people but overall I think it was reasonable

IT has to be made very explicit that the first seats in the bus are available for the people with show some difficulties when walking. I gave my seat a couple of times to people that was making an effort to walk as no one in the rows in front of me would stand-up and give their seat to a person with challenges to walk.

Great opportunity to meet and share quality time with people

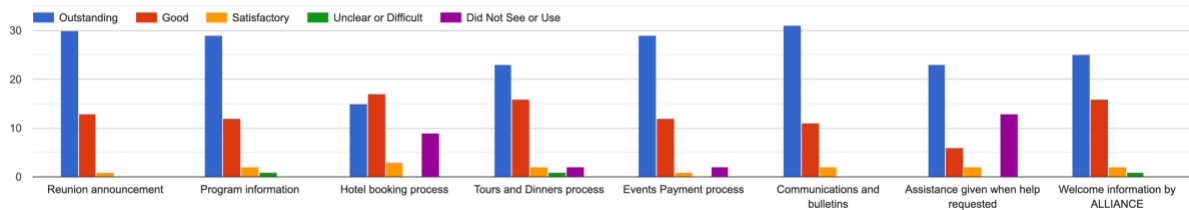
I did not participate

The last evening the bus driver was not so professional nor was the bus on time for the return to the hotel...

just great

Walking was good still young, as for the buses due to the distance it could not get any better

Please let us know your opinion on the reunion registration process



Any comments about the registration?

website navigation could be better

Loved the Mexican hats.

I would have appreciated some advance information about how to reach the hotel in Merida (transport options, typical cost...) from the main airports (Cancun and Merida). Some guidelines on the tipping culture (for hotel porters, tour guides, van/bus drivers, boat captains, horse drivers, restaurant waiters...) would have been very helpful. I was surprised that the Alliance had not negotiated a deal for the hotel room + breakfast, but the cost when booking directly was very reasonable. The website forum was an excellent idea, but took a while to function as intended. I would have liked to have received a final List of Participants in the Welcome Pack.

The details of the tours were no more available after registration. The spreadsheet with the various tours details that was part of the welcome envelop could have been posted online.

It was easy and straight-forward, as usual

The dietary information was a copy and paste from the Douro River cruise as it said that our request would be passed to the Vessel and Galley staff.

the welcome desk was not manned by ALLIANCE but by the Agency staff

For the future reunions, it would be a good idea to provide information on the first morning events for the ones who miss the welcome cocktails.

The instructions were very clear, except for the misleading email of 24 February, "Important information for Merida Reunion". The link to the web site <https://www.visasmexico.com/> states "Please note: a valid visa is not the only document required to gain entry into Mexico. All international visitors must also obtain a Forma Migratoria Multiple or FMM (often called Mexico tourist card)." Following these instructions we dutifully applied for and received two FMMs at a cost of USD 89.00 each, however upon arrival at Mexico City airport we were told our FMMs were not needed nor were they even looked at by Immigration. Hmm, we wasted \$ 178.00 following these instructions...

More detailed information needed on dinners and tours.

Superbly organized. The one thing I would add is a formal list of participants, so to know exactly who was there. In my case, I came to know after finishing that Andre Velarde was there, and I did not meet him as I just simply did not recognize him or crossed paths. If a list of attendants is provided, you can look for that old buddy and make sure you greet him.

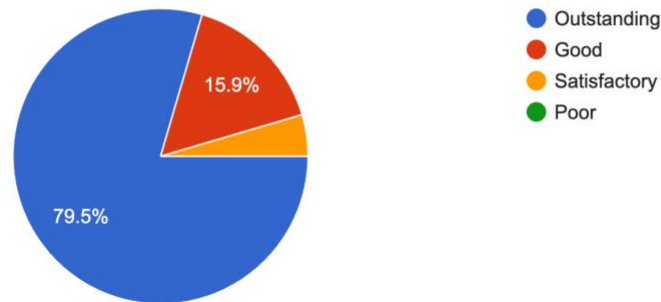
Organizing Team produced a great experience to attendants



very efficient

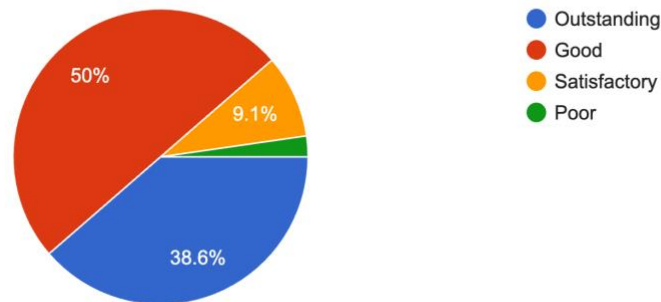
The overall organisation by ALLIANCE was...

44 responses



The organisation and operation by the local Tour Operator was...

44 responses



Any comments on the organisation and operation of the local tour operator?

Overall good.

Great tours I felt the information for arriving should have taken into account non American continental guests who would be flying into Cancun. I did find a reasonably priced shuttle service Cancun/Merida return but it was a bit fraught and the quote from the Merida tour operator was very, very expensive so I went elsewhere and that worked as I speak Spanish. Vans and buses arrived on schedule. Well organised by the Alliance and van/bus captains. the bus drivers seemed not to know well their way around town, and had to ask the guides or call the DMC to be guided to their destination

Good

They should have pre-empted cancellation of Uxmal L&S

usually good and helpful guides, excellent English spoken, not well prepared to handle unexpected situations

Generally well organized and timely and excellent guides

I would like to express our appreciation to the organizing committee and all participants.

The daily tours were a bit rushed, but no problems we enjoyed all tours. The recommended taxi booking company was very disappointing <direccion@vetravel.com.mx>. Their e-mail response was poor, most of my e-mails were ignored or not answered. We could not find the driver from Yucatan Plus when we arrived at Merida airport. There was no wi-fi service in Merida airport, so from my Japan based mobile I had to call international to contact Yucatan Plus 999-351-2233, but it only went to a voice mail. We asked several employees in the airport

(airlines, car rental agencies etc.) how to contact Yucatan Plus, but nobody recognized the name Yucatan Plus. One of the airport employees kindly called again the number 999-351-2233 for us, but got the same mailbox response. Although this was a prepaid service, after an hour of trying to find or contact Yucatan Plus we gave up and got a taxi to take us to the Fiesta Americana hotel.

The transportation for Gala Dinner was terrible because they lost the road, stop in front of a fire and the smoke entered into the bus. Also pick up was later than it supposed to be. I appreciated him taking Shirley, me and her wheelchair to the gala dinner in his car. Small buses are not good choice for local roads but big ones were very comfortable. You might have liked some guide more or less, but they were all good. Maybe it should be made explicit that the "bus team" will expect a tip and deliver advice such as "after the tour if you liked you may show appreciation with a 5\$ tip" or so.

Great job.

The cocktail was at a very inconvenient place and the set up did not allow the proper communication between members and the drinks and appetizers were below standard. It was great to have the choice to join a tour or not and choose the day.... well organised indeed!

cochinillo pibil and pollo pibil offered all the time was somewhat boring

A lot of efforts went into planning of tour, the organisers did a commendable job.

Overall, what I liked best ?

Celestun

The gala dinner

Cenotes tour, gala dinner

Reencontrar amigos

In terms of location, entertainment, food, drink and service the Gala Dinner was probably the best I have attended.

The visit to Uxmal and chocolate museum and the gala dinner

The variety of tours

The Uxmal site visit

Uxmal

Catching up with many old friends and spouses.

Get to know the maya culture

Variety and quality of tours.

Uxmal and Chocolate: could have spent a full day!

The location choice for this reunion as we have never visited Mexico and the reunion gave us a brilliant reason to travel so far from Malaysia and spend time before and after to explore.

The people and social events

Good choices of the tours, each has its own charm.

Celestina tour

Catching up with old friends and making new friends!

The Celestun and Uxmal tours.

Being with friends

Meet ex-coworkers and friends

Variety of events

The free time

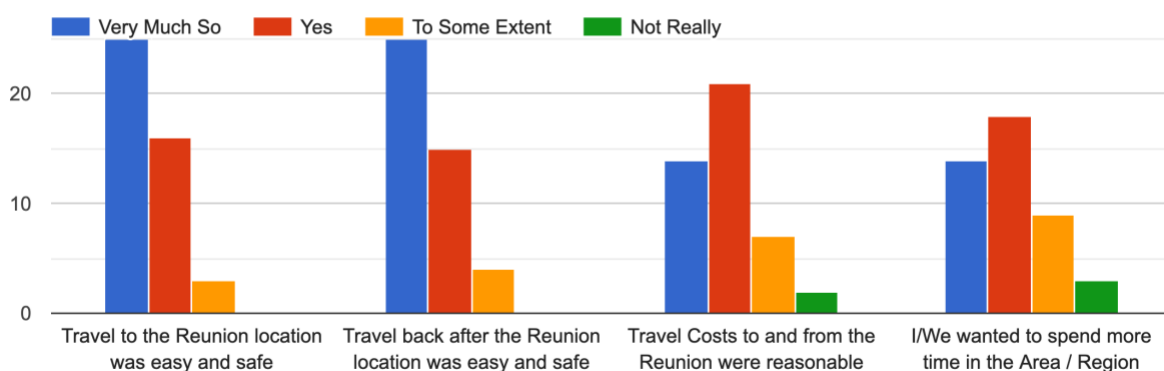
Seeing old friends.
 Meeting old friends
 Time spent with old friends
 Get together with old friends
 Cenotes trip.
 Getting again the old feeling of being part of a great team when meeting people that I have not seen for 30 years
 Celestina tour and Gala dinner
 It was all great, impeccable.
 The numerous opportunities available to share quality time with old friends and at the same time meet new friends.
 time to talk to participants.
 It was very well
 Thoroughly enjoyed exploring more of the Mayan culture, discovering the Cenotes and Celestun, in great company... What a joy to see friends from around the planet, namely Asia, whom I would not have seen without this Alliance meeting in Merida!
 N.A.
 all tours very good
 The opportunity to reconnect with ex SLB Colleagues
 Visits to Chichen Itza and Izamal
 Chichen Itza and the Gala Dinner
 The Gala dinner

Overall, what was not much appreciated?

The cocktail drinks
 Vans comfort, Scramble to get on bus at the end of gala dinner
 All was good, just some minor details that were surmounted.
 Bebidas cocktail bienvenida
 The incessant expectation to tip without knowing what amount was reasonable.
 The strike for the light and sound night at Uxmal
 The excessive amount of time spent posing for group photos
 The bus service for the gala dinner venue. Our bus 1 driver lost its way going to the venue. For the return, some people had to wait until the second bus filled up and that was not really convenient.
 Van travel
 Little too much chat from tour guides.
 the food
 Quality of transportation. Vans should not be used for this type of events. People are packed like sardines !!
 Nothing!
 Having to explain our dietary requirement over and over again and missing the tour on the last day as it was not on the badges.
 Buses were not good quality and van was uncomfortable
 The drinks
 The awful food at the Minaret
 There were not many varieties for the meals.

Unexpected union problems - Uxmal light show - but outside people's control
 Catching up with old friends and making new friends!
 The misleading email of 24 February, "Important information for Merida Reunion", a) The recommended taxi service, b) the unnecessary FMM requirement for visiting Mexico.
 Broken A/C of van during Cenotes trip.
 The final reunion picture was on time and many people lost the opportunity to be there
 Food at welcome cocktail
 The cancelled UXMAL light & sound AND the Yucatecan dinner party.
 The stairs at the Minaret!
 Welcome cocktail
 Cancellation of Uxmal light show which was out of the hands of the organizing committee
 Quality of vans
 Gala Dinner food and drinks quality. Could have been better.
 Traveling in small buses
 Nothing
 Seeing people with walking challenges travel to the end of the bus because no one would give up their better positioned seat.
 Outstanding
 nothing
 To see all the participants I knew
 everything in was very nice and tasteful
 The bus driver not knowing where to go to reach the Hacienda and the long chaotic wait for the bus after the Gala diner.
 N.A.
 cochinitillo pibil ans pollo pibil
 None
 The location of the Welcome Party ,scary staircase to 3 or 4th floor , No Lift !!!!
 Had room problems, this was taken care towards the end (maintenance)
 There should be a more conscious for the older and handicap people

Pre and Post Reunion Location Logistics



Do you have any comments on the Pre and Post Reunion Location Logistics?

Well organized

It would have helped had the original documentation stated how to travel to Merida from other destinations like Cancun or Mexico City. From Europe we did not want to travel to the USA, so our International options were only Mexico City or Cancun.

none

well organized!

Just a big thank you to the reunion organizers, I appreciate it was a lot of work but they did an outstanding job, thank you!

More assistance with airport to hotel transportation would have been appreciated. There is a bus service that stops at the Fiesta Americana which was not advertised or mentioned. When we arrived there was an hour wait for taxis, some time would have been saved if we had know about the bus service ahead of time.

When tours repeat, need to be able to select dates

We found the location (Merida) expensive for Mexico and somewhat run-down. Traffic was terrible.

Well organized

We had a tricky schedule but we managed to get to the reunion a day in advance so to rest, and return was OK as well. Not a difficult-challenging trip at all.

No

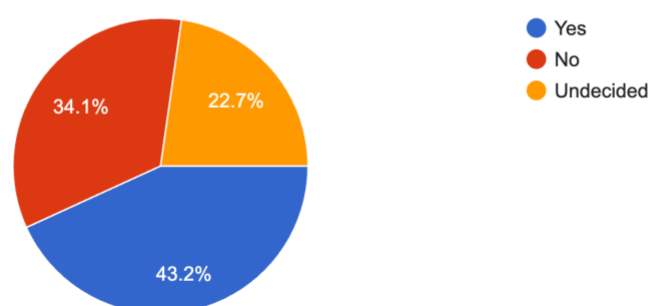
Congratulation, overall everything great.

It could be very useful to add some Pre Arrival Info such as Do's & Don'ts or an FAQ page. (example: advices about local transport options, what to avoid, suggestion to bring a small umbrella to protect from the sun/heat). Overall, the Merida Reunion was very well organized. Thank you to all who are involved to organize it!

Future ALLIANCE Reunions

The next European reunion will be held in Bilbao, Northern Spain, in September 2023. Do you intend to participate?

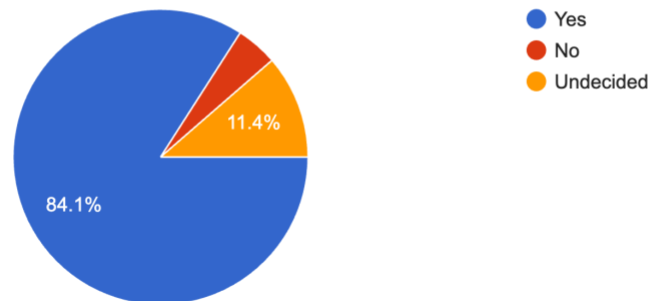
44 responses



The next Americas reunion will probably be held around March 2025 in a place yet to be determined.

Would you intend to participate?

44 responses



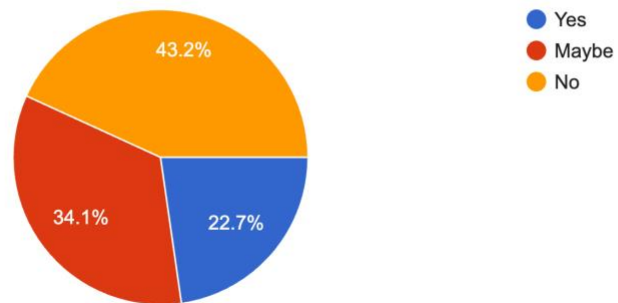
Do you have suggestions on future reunion locations or activities in the Americas?

Brazil
Brasil
Argentina
Cartagena, Peru or the US.
Brasil, Perú, Chile.....
Colombia or Argentina.
Santa Fe
Quito would be a good place to visit. Lots of things to see within a couple hours of the city.
Mendoza once the economic situation in Argentina has improved (2025?)
Mendoza Argentina. Cartagena Colombia. Habana Cuba. Guadeloupe, FWI.
USA , Argentina.
Patagonia
Brazil, Colombia, Ecuador, Peru
Argentina is good place
Iguazu falls outside the tourist season, Ecuador, Honduras
Peru
Central America, Colombia or Argentina would be my favourites
Oaxaca, Chiapas or Barranca del Cobre
Oaxaca
Guadalajara or Calgary.
Argentina
Mendoza, Argentina.
Western Argentina (Mendoza, Bariloche)
Make it in the months of more pleasant weather. In the Americas not everything is well setup, so heating or cooling may be an issue depending the place. So central America it should be in winter (or the most similar thing), southern tip should be mid season, as summer might be very hot and winter very cold.
too many good places...
No
Peru (Machu Pichu, if/when it is safe)
Cartagena, Colombia, Costa Rica,

Cartagena could be a wonderful place to go

Would you be prepared to support setting up a future reunion of your suggestion?

44 responses



Thank you for responding to our ALLIANCE Schlumberger Merida Reunion Survey