

ALLIANCE Schlumberger Reunion Survey Q3 2023

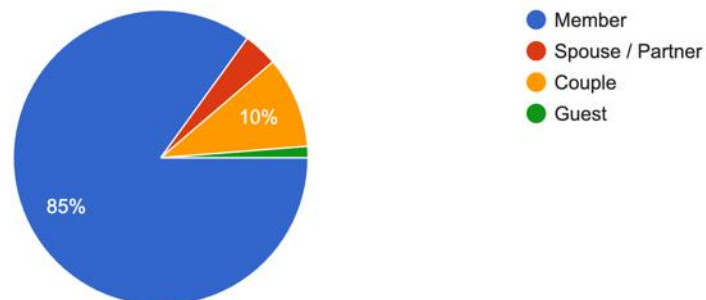
This survey was conducted after the Bilbao Reunion. 160 people responded of which 63 had attended the reunion.

Questions with text responses are listed at the end.

Question 1.

I answer this survey as a ...

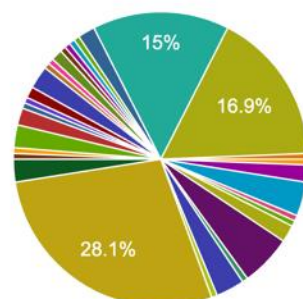
160 responses



Question 2.

Your Nationality

160 responses

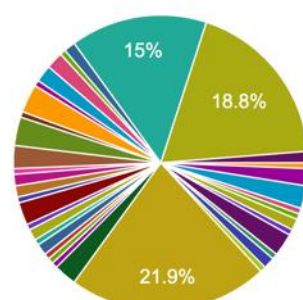


France	45
United States of America	27
United Kingdom	24
Canada	9
Australia	6
Colombia	5
Germany	4
Netherlands	4
Ireland	4
Argentina	3
Brazil	3
Turkey	3
Italy	3
Portugal	2
Mexico	2

Question 3.

Your Country of Residence

160 responses

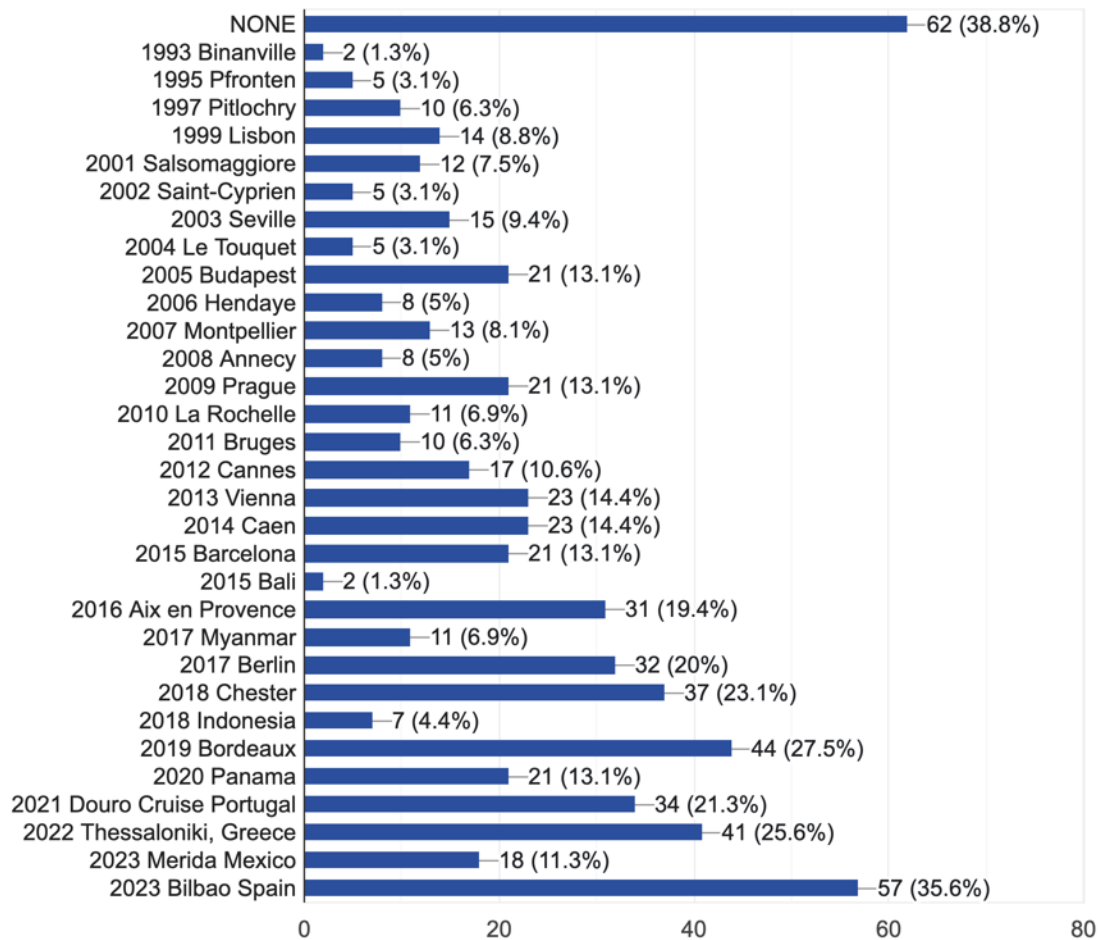


France	35
United States of America	30
United Kingdom	24
Spain	5
Portugal	5
Panama	4
Australia	4
Canada	4
Germany	4
Mexico	4
Switzerland	3
Thailand	3
Argentina	3
Brazil	2
Turkey	2

Question 4.

Which previous ALLIANCE Reunions did you attend?

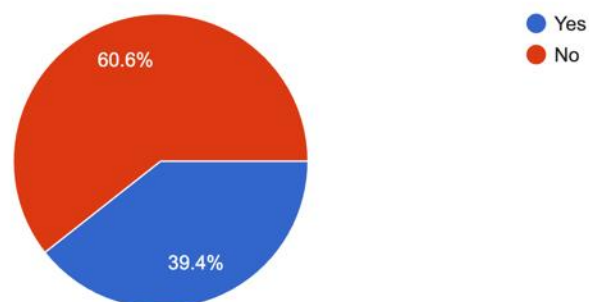
160 responses



Question 5.

Did you attend the Bilbao Spain 2023 Reunion

160 responses

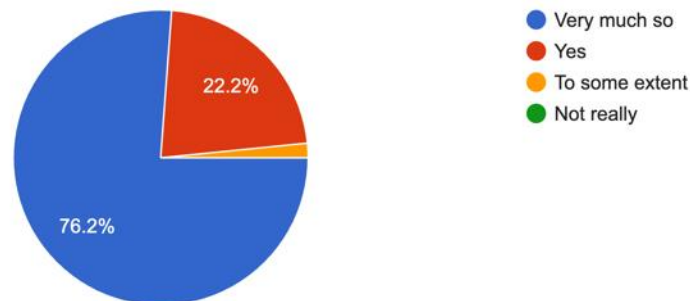


The 2023 Bilbao Spain Reunion

Question 6.

Overall, the reunion was a success

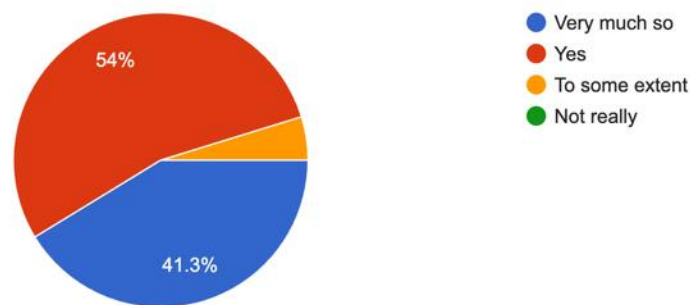
63 responses



Question 7.

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

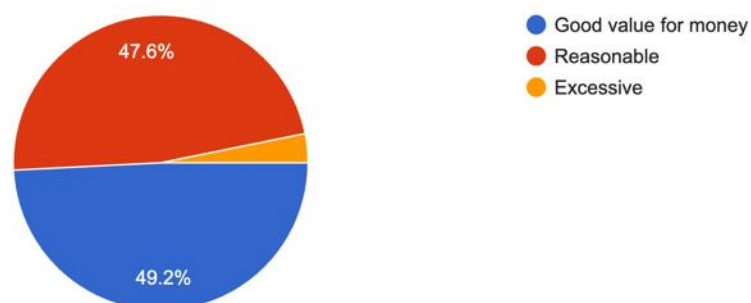
63 responses



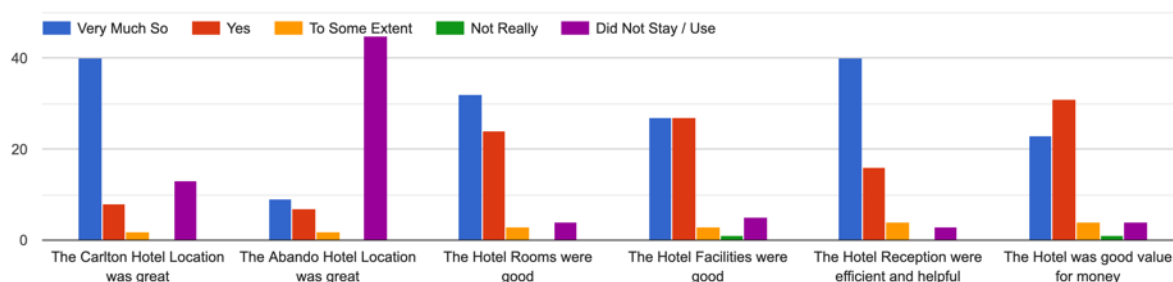
Question 8.

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

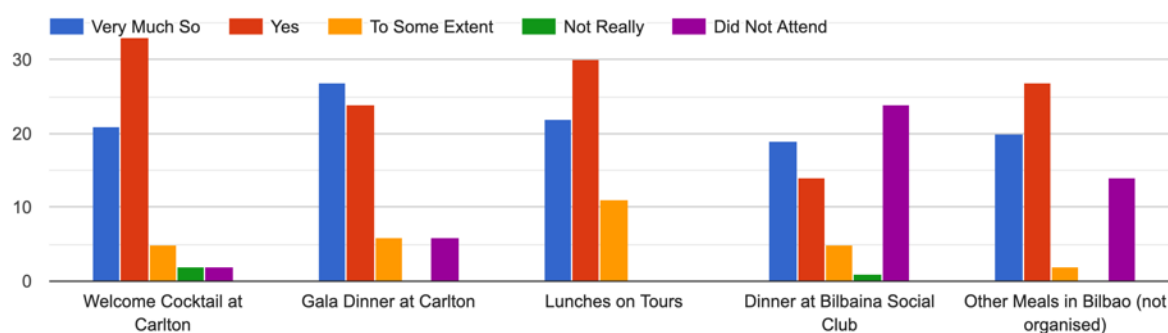
63 responses



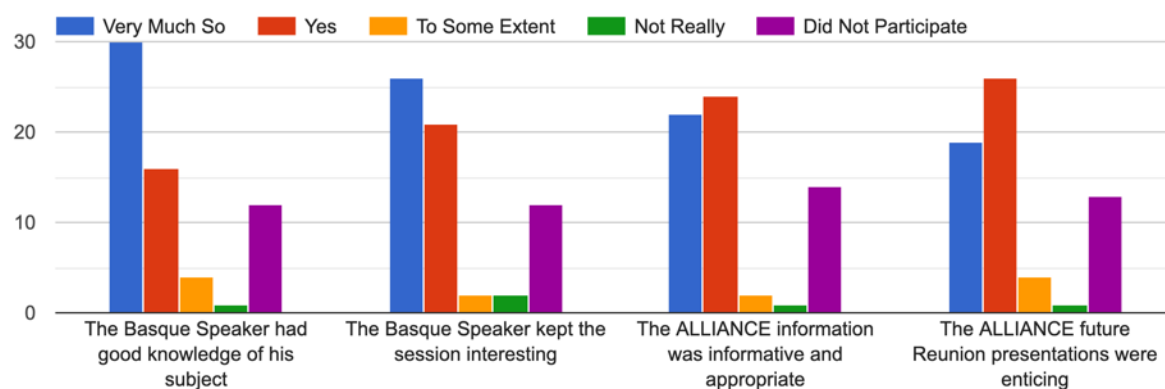
Question 9. The Carlton Hotel and the Abando Hotels were good choices



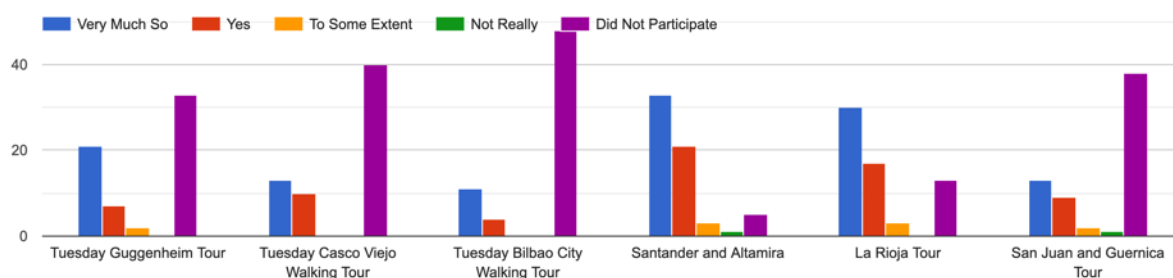
Question 11. The meals were good and pleasant



Question 13. The Tuesday Meeting was well organised and interesting



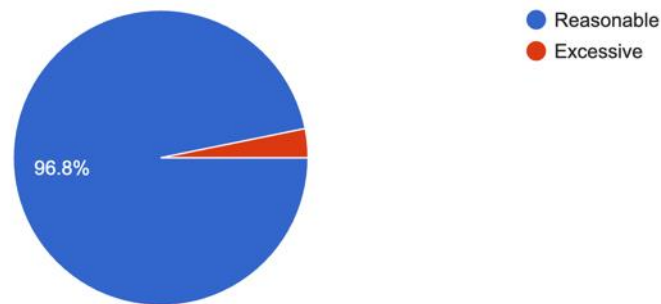
Question 15. The tours were well organised and interesting



Question 17.

The amount of walking was

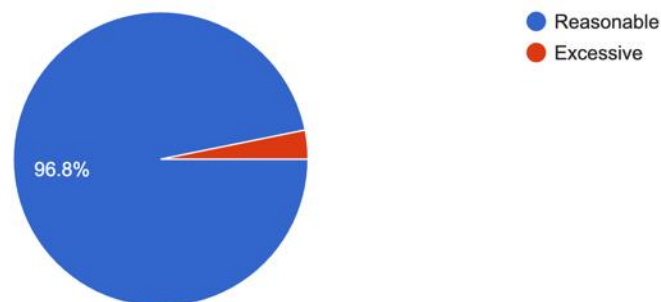
63 responses



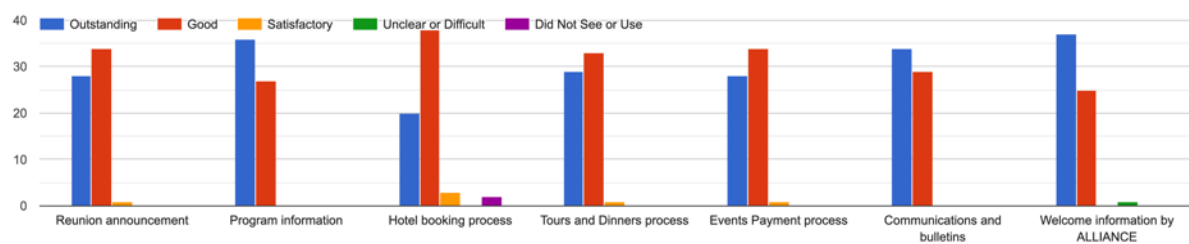
Question 18.

The amount of time spent on buses was

63 responses



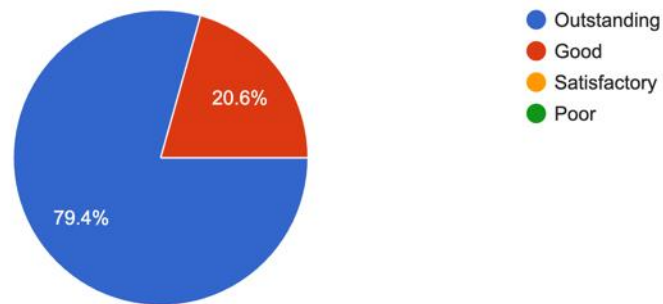
Question 20. Please let us know your opinion on the reunion registration process



Question 22.

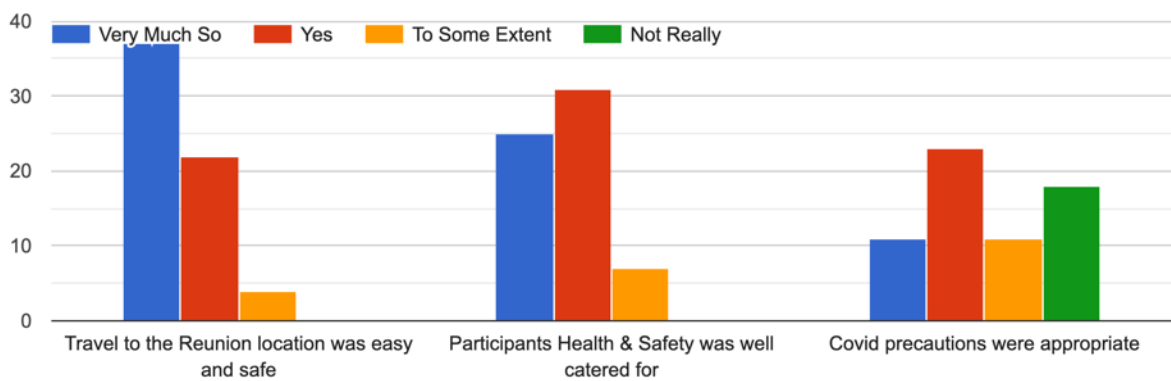
The overall organisation by ALLIANCE was...

63 responses



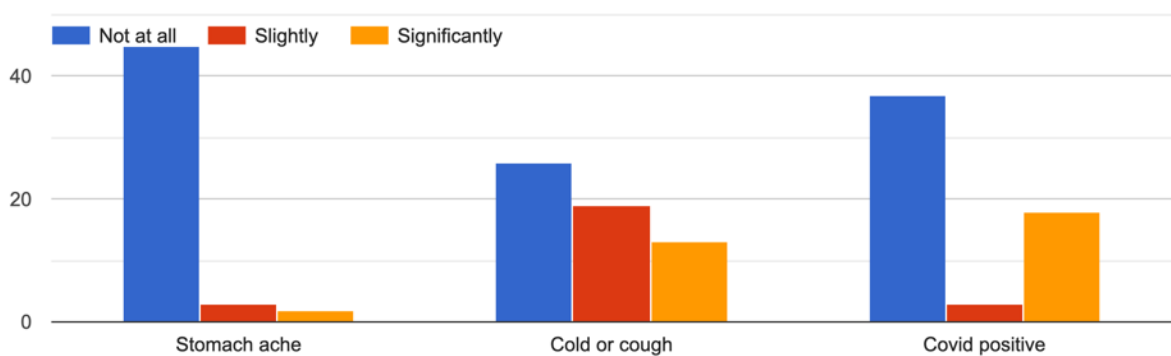
Question 25.

Travel, Health & Safety Considerations



Question 26.

We are aware of several participants that had illness symptoms during or shortly after the reunion. Were you and/or your partner affected?

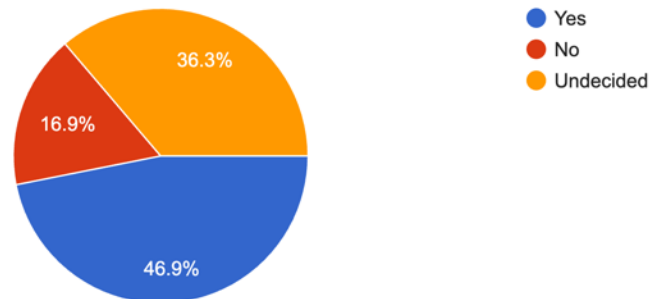


Future ALLIANCE Reunions and Other Activities

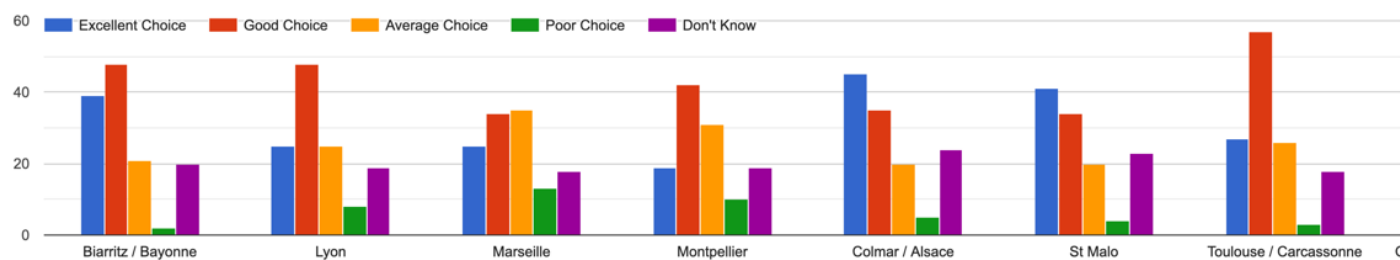
Question 28.

Following our Rhine Cruise, the next European reunion will be held in France, in 2025. Do you intend to participate?

160 responses



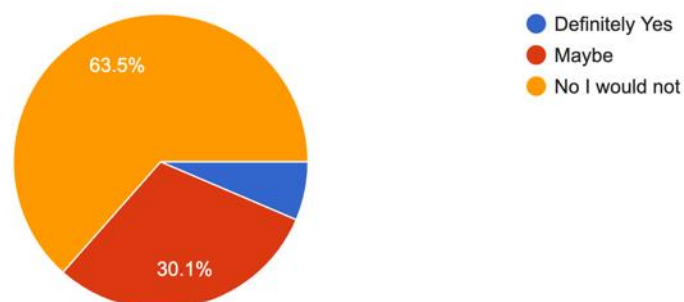
Question 29. Rate the following potential French Reunion Locations as desirable for a reunion



Question 31.

Would you volunteer to lead / help with a Reunion Organisation in 2025 or 2026

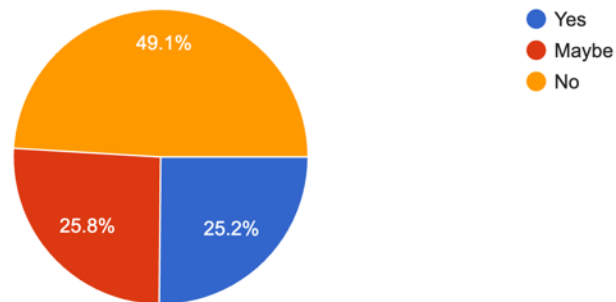
156 responses



Question 32.

Are you interested in hearing about future ALLIANCE Schlumberger Board Member openings, which involve supporting our operations.

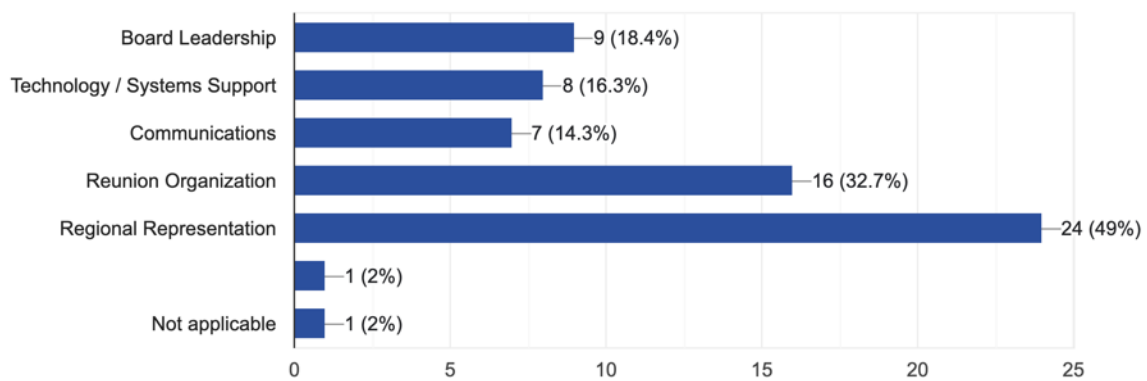
159 responses



Question 33.

If you are interested in joining or supporting the ALLIANCE Schlumberger Board, what roles would you be interested in?

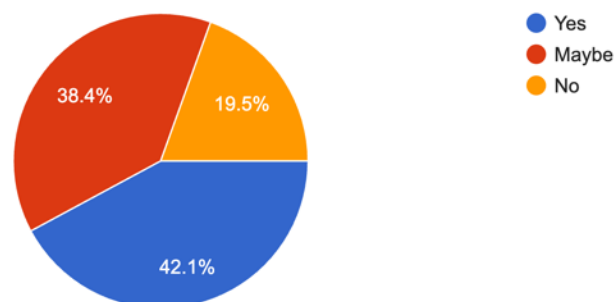
49 responses



Question 34.

Our next Annual General Meeting (AGM) will take place over zoom in early November. Do you intend to participate?

159 responses



Thank you for responding to our ALLIANCE Schlumberger Reunion Survey

Text Responses

Question 10. Any comments about the hotel

37 responses

We stayed at the Mercure Jardines de Albia, walking distance to everything (museums, Casco Viejo, etc.). Good 4 star hotel, good breakfast, good value for money

Staff were very helpful

WLAN in reception only

I stayed at a small "aparthotel" type place in the old town

Fine choice. Older property but well-maintained, with clean, large rooms, quiet and comfortable.

Very helpful staff on the front desk.

It was nice to be able to have breakfast as a group in Carlton hotel.

good quality and good service . Breakfast good

Excellent location. Very good breakfast buffet. Good to have a breakfast room exclusively for Alliance.

No restaurant in the hotel.

breakfast eggs were tepid or cold in the AS reserved breakfast room

Breakfast was terrible - cold coffee / burned pastries / generally badly organized

We used the Mercure Jardin de Albia as the other hotels were fully booked by the time we registered for the reunion. Good hotel, centrally located, with good service and delicious breakfast buffet

Great location and setup.

No water boiler in the room.

Parking fees were high and not negotiated

Great Central Hotel. We were able to walk and visit city. Our room was lovely and the first floor bar with balcony was very pleasant.

A good choice from all respects

Abondo was a bit basic, no decent bar, gym very limited

Excellent hotel and professional staff.

Price was on the high side for the standard

Grand old hotel, did what it said on the tin! Air-conditioning needs modernisation though

Perfect hotel.. large rooms very well located

The parking too small

My hotel room on the 4th floor with a street view was fine . My initial room upon check-in had a view on the inner courtyard . I am glad I was able to change it . Otherwise my stay would not have been as pleasant .

poorly furnished room, just 1 chair, no sitting table, NO light except bedside lamps

Prefer there to be a swimming pool

They were impossible to contact by email (before the reunion)/ their English bad/ made many mistakes.

Excellent location and guest rooms, helpful staff

Loved it; it was a great location, and was a comfortable place.

registration and payment a bit confusing

One of the best breakfast we had, in my opinion.

I did not like the decoration, very boring, but this is personal taste...

Very central and spacious

Carlton was better located / nicer than the Abondo

Question 12. Any comments about the meals

33 responses

The tour lunches were on the heavy side, with a little too much to eat. We ate once at the Victor Mendes restaurant in the Casco Viejo, it was top notch.

Too much food at lunch and dinner.

Meals could be lighter

The lunch at Santa Lucia winery was hot, heavy (not appropriate for the weather) and frankly uninteresting. The lunch in Santander was much better.

Great food all around with only one lunch that was sub-par (Villa in Laguardia).

The lunches on the tours were all meat based with few vegetables. Would like to have seen salad offered, some seafood would have been nice too.

Need a diet...

meals where too "heavy", and the meat dishes not really appropriate

The risotto course at the Gala Dinner was poor. Otherwise the meals were very good. Would have liked a menu on the tables for the Gala Dinner.

Good to test all specialities, however not suited for diabetics (no or not enough vegetables with the main course). The welcome cocktail was a bit painful: very noisy !

two 4xcourses meals (gala and Santander) were too much. A heavy, hunger quenching, risotto before the main course at gala dinner was not necessary, and the 2.5 hour first day lunch at Santander was too heavy and used valuable excursion time, although the venue was pleasant.

Group lunch in Bilbao city the first day was not necessary, it would have been better if people had organized themselves in small groups. Other lunches on tours were generally too heavy.

Poor breakfast

The gala diner offered excellent fare, but we felt that there was too much to eat. Same comments for other meals (lunch on tour in Santander and on our own in the Casco Viejo)

Bilbania - impressive location and good staff, but no table decoration nor menu and meal was average.

Welcome cocktail not very practical and a lot too expensive.

The Cocktail was pleasant. However I do not drink alcohol and it was hard to get non alcoholic drinks. The snacks were fun.

Lunches organized on tour much lasting too long, should be lighter and take one and half hour.

Overall way too much food (especially the gala dinner) and poor quality wine

Meals were too long.

Meal at the social club was not up to standards, especially in the paella country...

I ate and drank too much!

Bilbao is a great centre of gastronomy

Thanks for arranging dietary requirements for my partner. Welcome cocktail: no juices or soft drinks immediately available Gala Dinner: no menu! Rioja lunch was very late at 2.30pm and no mid morning coffee break

There was too much food at the Gala Dinner

My wife and I have digestive issues and tend to eat once (maximum twice per days). Breakfast in the hotel was generally good. The meals in general were pretty heavy, evening meals and sometimes lunch (Santander) were impossible for us to finish.

food was pretty good

Meals were to long and extravagant. Simpler meals would be good enough.

The gala dinner would have been better with some speeches and more general organisation.

Great meals but too much food at every event

Good but if anything too heavy

Gala dinner too heavy (Risotto as a starter). In general meals too copious

Question 14. Any comments about the Tuesday meeting?

17 responses

We enjoyed the Basque Country speaker. He was relaxed, well informed, and knew how to work an audience.

Nice touch to have a meeting with spouses invited. Much appreciated.

Good information session

Very helpful to have an ALLIANCE update during these Reunions. A Guest Speaker again worked well.

keep the tradition going with conferences from scholars or experts

An enjoyable session.

Too much conversation among some of the participating audience during the presentations

Very good format.

A very well put together meeting

speaker invisible for rows behind 6, could have stood higher up in front of the audience, micro badly working

The speaker did not have any slides and in my opinion was less knowledgeable than the morning city walking tour guide. The benchmark was the speaker in Thessaloniki - he was excellent

Good invited speaker

keep this format, efficient

Question 16. Any comments about the tours and guides?

36 responses

Excellent guide for the Santander tour on Wednesday

Lacking French support

The Bilbao guide was first class

The city of Santander isn't that interesting (since the center burned down in 1941). The Altamira caves sounded attractive, but (even though I fully understand why the actual caves are now closed) seeing a replica is not the same thing -- might as well watch a good documentary at home.

The guide to the Guggenheim (young lady) was great.

The guides were very good to excellent. Guggenheim guide was especially good.

The tour guide we had on the Tuesday Bilbao City Walking Tour was excellent. On the La Rioja tour Laguardia is a beautiful walled village and well worth the visit.

Did we visit Altamira? I think it was missed. I was disappointed by La Guardia wine commercial tour and bad wines.

good organisation

La Rioja Tour, especially the El Fabulista Winery, was excellent.

Excellent guides !

Guggenheim visit was too short and rushed, we should have left the hotel at 930 to be there at 10 for the museum opening. Gaztelugatze stop was a joke, no view of the island at all. Guides were mostly excellent, even sometimes too talkative during coach riding resting time...

Pretty good

our guide on the tour of Santander and Altamira was excellent: friendly, engaging, well informed, speaking excellent English

Sometimes too much talking !

good guides explaining well.

Due to walking constraints we did not do the organised walking tours nor the long bus trips. We thoroughly enjoyed the Rioja trip. The bus was comfortable and the guides were efficient and friendly.

Very Knowledgeable and well delivered guides and very interesting and peasant tours

Tour to Santander was too long, the visit of Santander could have been shorter, lunch much too long and a little heavy.

Good selection of visits. The Rioja tour showed us outstanding geography but the winery was essentially a museum. The tour to Santander was long and meant we started the Bilbao meal quite late - almost Madrid timing (we had an early start the next morning).

As usual very well organized

In general a pretty good job

Great guides!!

The guides were all very professional and nice. Could San Sebastian have been option in the tours 2 guides on the bus to Santander + Altamira were not interested in the group and kept quiet!! They could have talked about the areas rich culture, nature, economy, etc.

All were good

the guide was very knowledgeable / good English

Guides and tours were very motivating and informative

The Santander tour guides were excellent, we went to the Bilbao bridge, San Juan de Gaztelagutxe, Bermeo and Gernika on our own, San Juan was disappointing as we could not close to the better viewpoints, Gernika was the highlight. We went to the Museo de Belles Artes with another couple and enjoyed the experience.

reasonable

our guide (Guggenheim) was great if not exceptional. not the same for other groups.

Did not attend Guernica

The Guggenheim guide was excellent

Some guides were very good others not!

Santander : low interest (Comillas close to Santillana del Mar (Capricho de Gaudi, Palacio de Sobrellano) could have been a better choice) Gernika-Lumo : a bit disappointing. I had the opportunity of contemplating the Picasso Masterpiece back in June and wanted to see the place. I was expecting a sanctuary (kind of Spanish Oradour-sur-Glane). That was foolish on my part of course. The instigator of a massacre seldom leaves any clue behind especially when he turns out a winner.

Rioja tour too touristic (the old cellar!!, and no real quality wines). It would have better to visit a modern Cellar, with a large range of recognized wines: Mouga, Conde de los Andes in Hora for example Guernica: it took us a long time being seeing Picasso's fresco!

Question 19. Any comments about amount of walking and time on buses?

18 responses

In La Guardia on Thursday, the bus left the town to go back to the Santa Lucia winery without picking up everyone. Then, arriving at Santa Lucia, instead of letting the people on board get off, it turned around and went back up to La Guardia to pick up the rest of the group. This was silly.

ok good balance

We were very selective about our tour choices this year, as we felt that three consecutive all-day bus tours would have been excessive.

Bus time looked a bit long but the visits were worth it.

good balance between both

We opted out of doing any LONG bus trips. However the one trip we did: the Rioja region was well planned and extremely informative and entertaining. We did not do the group walking tours as in the past we have found that group walking can mean a lot of just standing - we opted to do our own walking trips at our own slower pace. Bilbao was an easy place to do this as the excellent hotel Carlton was very well situated to walk to the Guggenheim Museum, the Old Casco Town, the River Nervion boat trips and the Funicular.

Santander trip was a little long but well worth it.

One hour in the bus is Ok, it took close to 2 hours to come back from Altamira
All good a necessary to get to the venues selected.
Perfect
Santander + Altamira maybe made the bus ride a bit too long
Perfect tours
walking time was good/ did not use any buses
There is people that need rest during walking tours
Overall very good
San Juan : would have been nice to actually go there instead of only looking at it from a distance
(as an option because of the few kilometers walk and the number of stair steps involved)

Question 21. Any comments about the registration?

18 responses

Everything worked very well, but the sound system in the Carlton bar on Monday night was so bad that we couldn't hear anything.
Big thank you to the organizers!
Everything worked very smoothly. I would have preferred a little more detailed information on the tours in the Program information.
Perfect !
sleek
Excellent
Thank you for the lovely Organic towels a wonderful and useful souvenir gift.
Well Done
Very well organized.
Not always easy to find the link on the web page to make the bookings.
A very efficient SLB process !!
Very good, smooth and clear.
I had no problems in any of the stages
tours & diner came a bit too late
Difficulties registering in Abando Hotel with my various credit cards. Had to use my Portuguese debit card instead

Question 23. Overall, what I liked best ?

63 responses

The time together with old friends
Bilbao walking tour
Meeting colleagues
The choice of Hotel The Carlton was excellent
The visit to Santander
Meeting old Friends
The Guggenheim museum tour
The Guggenheim.
Everything was well organized.
Meet good old friends as usual
LaGuardia rioja
Outstanding!
Santander tour was very good „Overall everything was smoothly organised
Meeting up with former colleagues and the El Fabulista Winery.
Discovering the Basque country without dead time. Special mention for the badge holders well engineered.

Bilbao was a good surprise and meeting old friends
Bilbaina
The city of Bilbao and as usual, meeting unexpectedly friends not seen for ages
Hotel and it's position in the city
the time spent with old friends and making new ones, as always
Visiting Bilbao and time with friends.
Santander tour
Catching up with old friends.....
perfect organization
Visit to Santander
Time Keeping
Spending time with old friends and making new friends in a city that was interesting to visit.
The Guggenheim and trip to Santander
meals
Meeting friends, and the Guggenheim
THE DRINK
Meeting old friends in person whom we have not met in decades
Really enjoyed the Altamira visit as I have not been exposed to that detail of cave painting before
Guggenheim tour
The Carlton Hotel
The organization
Santander trip
Catching up with old colleagues and meeting new ones
The ability to catch up with ex colleagues.... extremely well organised event..
Dinner at Bilbaina social club and the visit of Guernica
The hotel location and the Tours
Guggenheim Museum and the architecture of Bilbao plus flair
Th gala dinner
Meeting all the old friends and making some new ones.
Meeting people
I only attended Monday & Tuesday all was best
Difficult to choose - we liked everything we participated in.
Meeting and chatting with people at the breakfast table
The Gala dinner
loved it.
Meeting old friends
For me, it is a wonderful opportunity to be with people who knew my late husband John Aitken and to visit places I would not choose on my own.
Well organized
Santander & Altamira tour
Cave tour was nice
Meeting old friends.
The Guggenheim visit and the tours
Superbly organized. Went off without a hitch
Meeting old friends and new ones
ALTAMIRA
Meeting old friends
Museo Guggenheim
Bilbao: history, architecture, Guggenheim

Question 24. Overall, what was not much appreciated?

63 responses

The cost of some of the activities
too much food for lunch and dinner
Getting covid again
Too much Tapas
Needed more time for networking.
Meeting some (wife)I did not get along too well.
Santander and Altamira, and the lunch at Santa Lucia
Wine tasting was educational, but the wines were not very good.
Dinners were a bit late (to my liking), by 6PM I'm starving.
Altamira timing
not enough free time during the excursions ...
The Gala Dinner was rather pricey, there was no menu and the risotto course was very poor.
Meals: no balanced diet
lunch in Casco Viejo
Gaztelugatze: no interest stop
Lunch on tours, too heavy and too long
Breakfast
The cost of the activities is on the high side; I think that this could dissuade some members to attend our reunions
Santander, visiting the old city which does not exist anymore due to fire ! Very little to see.
Bilbania dinner
Dinner in evening should be more light
Welcome cocktail
Guernica timing. Too long for the purpose.
Difficulty in getting a non alcoholic drink that was not water. There should be a good varied selection of juices and soft drinks at these reunions.
Organized meals on tour taking too long
TOO MUCH GUGERNHEIM AND PRIVATE DINNER TOO LATE
overall I have no point to complain
All went well with no downsides
Duration of some of the meals
excessive food at lunch time . Would recommend a lighter one in future
The heatwave in Northern Spain - I needed more water to drink than was available!
The parking at the hotel
the hot weather and temperatures of + 34 - + 36 C...!!
The Tuesday guest speaker
Can't think of anything negative.
The noisy cocktail environment
Quantity of food, acoustics in the Cristallera room
could not find anything negative
diner at club, interest???
The cocktail reception did not have enough space for us to move around.
Big meals
Paid parking
Gala dinner
I was disappointed that there was no dancing at the gala
Quantity of food

Some of our friends had Covid
The Old City tour on the Rioja excursion was mediocre
Breakfast at the Abando
Santander, San Juan
Rioja tour

Question 27.

[Do you have any comments Travel, Health & Safety Considerations?](#)

30 responses

Covid is still with us!

The chances of getting Covid are unfortunately very high, but it's our individual responsibility to take precautions we feel are necessary: to stay home or go out, to mask or not, etc. Fortunately this strain seems to be less virulent.

Please consider making it mandatory to wear a face mask while on the tour buses.

We should recommend self testing or provide self testing kit on arrival.

I felt that the arrangements all complied with current guidelines, so no problem.

I caught Covid probably the first night, felt it 2 days later, tested myself positive saturday and recovered pretty quickly

I caught Covid

Difficult to avoid contamination in such meeting.

Covid test results should be mandatory prior to joining meeting

I came home with a cold but was not covid positive, however my spouse was tired and did test positive for a few days.

A Great Job Done By All Involved

Everything very fine and easy for me with a 2.5hrs drive from home to Bilbao

ONLY FLY KLM CITY HOPPER IF THERE IS NO ALTERNATIVE

As usual very good organization

More drinking water to be provided on the buses?

Need to wear masks

As far as I recall, there was no safety exit information announced at the start of the Tuesday pm meeting, especially important as it was held in the basement

Afterwards it was obvious that covid would spread (if it was present) at the cocktail Reunion (relative small room / lots of people trying to make himself understand in a noisy room)

We did not test for covid since the illness passed quickly.

out of 6 people, day of departure, all of us same symptom (cough, cold etc) 1 week later, Chantal positive covid, myself negative, both still coughing, breathing etc.). Two friends visited on our way back, bed, covid, fever

I think precautions are always taken but no one is really safe from illness.

Mandatory masks in the buses would have been a good safety measure

Tested positive for COVID September 11 until 16

mainly due to air conditioning

Question 30.

[Do you have suggestions on future reunion locations or activities that you would be prepared to support setting up?](#)

59 responses

Paris

Corsica

Reunion in Italy

Alsace offer great opportunities and tours
FOR FRANCE REUNION: BORDEAUX
apologies, not possible for the next two years, minimum
Aix-en-Provence
Cambridge
Australia
closer to NZ
San Miguel Allende - Guanajuato - Mexico
we have to make a reunion in ITALY
Auvergne (Vichy/Clermont-Ferrand)
Thonon Les Bains or Evian, for activities between mountain and lake
San Antonio, Texas
Marseilles
Italy. Almost anywhere.
Central or South America
Vilamoura - Algarve, Portugal
Champagne, Bassin parisien Normandie
Versailles/St Germain en Laye
Biarritz (sent draft already) and Toulouse with easy access by Plane, train and car and few
outstanding site within one hour drive (Carcassonne, Moissac +...)
Cannes
Luberon/Avignon
I would be interested in Eastern European locations, Budapest, Prague, Dubrovnik, Warsaw
Izmir
Düsseldorf on Rhein, Germany
Italy
Should Biarritz or Montpellier be selected I live in the former and have worked for several years in
the latter. I could definitely help out
Cartagena-Colombia
Alsace in general, plenty to see, short distance, good hotel Strasbourg or Colmar or "chateau"
Croatia; Denmark, Egypt
Chile
Lake Cuomo in Italy
Champagne region?
I would keep Colmar / Alsace for the 2027 Reunion (100 years of the first log in Pechelbronn
Extreme north of Alsace)