

Encounter Walking Ltd

Encounter Walking Ltd - Self-guided walking holiday company covering the South West England and Wales.

Online Booking System & Website for Encounter Walking

Evergreen were challenged to provide a custom-made website and **database booking system** that manages all internal administration, paperwork and systems.

The new website and back-end database system allows Encounter Walking Holiday staff to:

- Make bookings with a diary system
- Email contacts and customers
- Efficiently manage internal processes and systems
- Produces internal reports and walking itineraries
- Produces quotes and customer letters

Run By Walking Experts

Encounter Walking are the largest and most experienced self-guided walking holiday company covering the South West England and Wales.

They are regional specialists for walking holidays and luggage transfers along the UK's longest and best loved National Trails and offer short break options on inland coast to coast paths. They are staffed by walking experts who live and walk in the region.

First Impressions

Damon, Managing Director of Encounter Walking first started working with Evergreen over 10 years ago after being introduced by a mutual friend. Damon summarises the key points upon first dealing with the company *"Price, competitiveness and ability to be presented with problems and to come up with solutions".* Damon advises he says he thinks of Evergreen as a *"one stop shop, they can help with anything remotely related to IT, and the on-going support is great".*

Success and Profit

Damon puts the continued success of Encounter Walking down to the systems that Evergreen has designed. *"The database is significant to our success as Evergreen know we keep asking for more and more things to be added to it. We have been able to hold prices on our products primarily because profit is gained from the savings we make by **adapting the database to our admin tasks** that are enormous."*

The website and database system combined allow Encounter Walking to attract tourists to the business, make bookings on the database and deal with all administration. They are able to keep full and accurate details of their customers, past and present, as well as co-ordinating accommodation, taxis, travel arrangements and luggage, and the system includes features such as deposit recording.

10 Years On

One of the most significant issues to any company has to be reliability. Damon is particularly impressed with the *"robustness of the database, that doesn't crash with minimal downtime even when 6 of us in the office are using the system at the same time".*

Damon has been working with Evergreen for over 10 years now, and during that time the business relationship has taken a more personal turn, Andrew and Liane, Directors of Evergreen have become firm friends with Damon who doesn't hesitate to recommend Evergreen services.

*"Evergreen is great at managing expectations, **they suggest ideas and let businesses try them out in their own way** to ensure they are suitable for their business. I would certainly recommend Evergreen to other business owners".*

Our Procedures Are More Effective

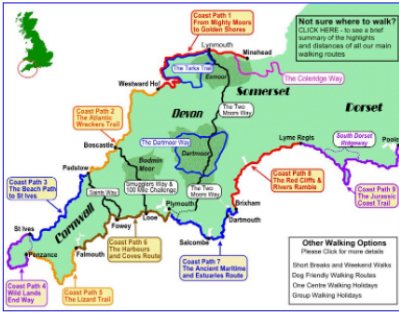
To summarise Damon adds *"We want to be at least as good as the competition, and cheaper, and because of our superior database system our administration costs are lower and our procedures are more effective and we believe this has directly contributed to our success as a business".*

Click here to visit
encounterwalkingholidays.com



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Damon Willcox, business owner
Encounter Walking Ltd



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Itinerary Days			
Day No.	Activity Date	Activity Location	Activity
1	04/05/2015	Falmouth Area	Arrive Falmouth by Train
2	05/05/2015	Falmouth Area	Road day in Falmouth
3	06/05/2015	Portsmouth	South West Coast Path: Falmouth to Portsmouth
4	07/05/2015	Portsmouth Area	South West Coast Path: Portsmouth to Poole
5	08/05/2015	Weymouth Area	South West Coast Path: Poole to Weymouth
6	09/05/2015	Weymouth Area	Road Day Weymouth
7	10/05/2015	Charlton Area	South West Coast Path: Weymouth to Charlton
8	11/05/2015	Framley Area	South West Coast Path: Charlton to Framley
9	12/05/2015	Framley Area	Road Day Framley
10	13/05/2015	Looe Area	South West Coast Path: Framley to Looe

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Day 1	
Activity	Monday, 4th May 2015
Grade	Arrive Falmouth by Train
Activity Notes	Fast and direct trains run from London Paddington to Turo (the Capital of Cornwall) from where you have a short 40-minute beach line journey to kilmouth town. (Total Travel Time 1.5 hours) We can help with uncertainties and guidance on how to book cheap advance tickets and receive travel insurance.
	2014 Falmouth is on a branch line so you need to change from the mainline train from London Paddington at its 10:15 am train stop. Transfer around 20 minutes from Looe and you should get off at kilmouth town station (not Falmouth Docks).
Total Numbers for tired walkers	For public transport information covering buses and trains use the excellent 'Traveline South West website' www.travelinesouthwest.com which will give you up to date detail, times and directions. If you are unsure on the road you can call them on 0871 200 2283.
	You can also contact the train operators First Great Western on 08457 000 125 (open 07:00 to 22:00 daily) (1) Taxi - Western Taxi Service (recommended) 03332 30 10 10 Or email at enquiries@taxis.co.uk OR book on www.taxis.co.uk
Other Options	
About a Taxi Falmouth 01326 232141 Donnell Cars 01326 313123 247 Falmouth Taxis 01326 312470	