

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The hill walk for me!
The children facing challenges*

Which aspect of your stay was least enjoyed? *From an adults view - the quality of the food*

How do you rate the overall product on a value for money basis? *good*

Will you be considering a further visit with Manor Adventure? *Yes - will come back next year*

Have you any further general comments which you feel would be useful to us?
*A "louge" for each school for downtime would be good
Bigger and better organised dry rooms*

Where did you hear of Manor Adventure? *We come every year*

What were the reasons for choosing Manor Adventure?
We know the site and the routines, The activities are good for our children

Which centre did you visit last year? *Here!*

What other visits does your school organise?
No other residential trips planned

* *From this page - Better way to get luggage to and from coach*

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:

Address: Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:

CENTRE: Wales DATES: 4-8 Oct

NAME OF ACCOMMODATION: Wales

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? Yes

How could we improve our website, www.manoradventure.com?
N/A

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good!

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Good Catering: ~~Acceptable~~ Good

Were there any accommodation problems?

Room 101 was odd but beds provided
Room 101 hot water was a challenge - never managed to get any

Standard of cleanliness / tidiness? (teacher & pupil)

Teachers - good Pupils - good

Standard of Furnishing? Acceptable for cost etc

Some curtains needed fixing

SECTION 4: Meals

Were the meals of an adequate standard? Plenty of food - plenty of choice - all people catered for

Was there enough to eat? Yes - plenty

Was the food served promptly? Yes - very well managed

huge thanks to the kitchen before for all their hard work.

Were all dietary requirements catered for? Yes overall - one minor issue with garlic

How do you rate the packed lunches? N/A

Any other comments?

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SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

Yes all lovely

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How do you rate the outdoor pursuits?

Most good - might not choose two lots of games again

How do you rate the outdoor pursuit equipment?

Good

What were your pupil's favourite outdoor pursuits? Zip wire, rifle shooting

lake activities

Are there any new outdoor pursuits you would like Manor Adventure to offer?

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Do you have any suggestions on how we could improve our product or outdoor pursuits?

provide outer wear for children and walking shoes - some centres do. * PTO