important to us and will be assessed by our management team. SCHOOL: PARTY LEADER: DATES: 7th - 9th 7 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** How could we improve our website, www.manoradventure.com? ... Upto day video's If you had a visit from one of our School Journey Advisors: Did he provide a fair description of our centre and product? How professional was the Presentation Evening? How did you rate our pre-visit administration? Customer Services (Bookings, payments, support)?1 Operations (Rooming, outdoor pursuit programmes, support)? Preview visit to the centre? **SECTION 2: Arrivals** Room Allocation: ______Introductory Talk: _____3 **SECTION 3: Centre Facilities** The Grounds: Tap water very hot. Very well presented only 1850e populs had too many beds for Standard of Furnishing?

We constantly strive to improve our high standards. Your comments are very

SECTION 4: Catering	/	Meals
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ocorron 4. Catering / Meals
Were the meals of an adequate standard?
Was there enough to eat?
Was the food served promptly?
Were all dietary requirements catered for? 1 Staffroom had no gloten from
How do you rate the packed lunches?
Ann Hanner 1 0
Any other comments?
SECTION 5: Centre Staff & Outdoor Pursuits
Did the Head of Centre / Chief Instructor make themselves known to you during your visit?
How do you rate the Contro Staff / Instruction 0
How do you rate the Centre Staff / Instructors? Helpful:Professional:
Were the Instructors motivating / clear / enthusiastic? 1 — 3
How do you rate the outdoor pursuits?
How do you rate the outdoor pursuit equipment?
What were your pupil's favourite outdoor pursuits? Mixed
And the same of th
Are there any new outdoor pursuits you would like Manor Adventure to offer?
Do you have any suggestions on how we could improve our product or outdoor pursuits?
Time management for obferent pushits. Some activities
pupils waited around.

SECTION 6: Overall Assessment
Which aspect of your stay was most enjoyed? All
Which aspect of your stay was least enjoyed?
How do you rate the overall product on a value for money basis?1
Will you be considering a further visit with Manor Adventure?
Have you any further general comments which you feel would be useful to us?
Where did you hear of Manor Adventure? Other Schools
What were the reasons for choosing Manor Adventure? LISSE, Value and Deen.
Which centre did you visit last year?
What other visits does your school organise?
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 Website: www.manoradventure.com

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COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

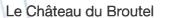
Norfolk Lakes, Norwich

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

Have you considered our French Centres







Le Château de Warsy