

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: Abbeynant DATES: 26th - 28th April
NAME OF ACCOMMODATION: Residential Adventure

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? It is good

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Good

Operations (Rooming, outdoor pursuit programmes, support)? Good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Good 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: Excellent

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? Much better - refurb is an improvement

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Good standard & plentiful, however not particularly to the children's taste

Was there enough to eat? Yes

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

yes

How do you rate the Centre Staff / Instructors?

Helpful: yes / good Professional: Yes good

Were the Instructors motivating / clear / enthusiastic? yes

How do you rate the outdoor pursuits? Good

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Aeroball & climbing

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?

No very good

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Weather - so cold - not that you can do anything about this!!*

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.*

Have you any further general comments which you feel would be useful to us?
You took onboard our comments last year regarding refurbishment

Where did you hear of Manor Adventure? *Other schools.*

What were the reasons for choosing Manor Adventure? *The whole cluster are able to attend together.*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Langmaning - Wood.*

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:

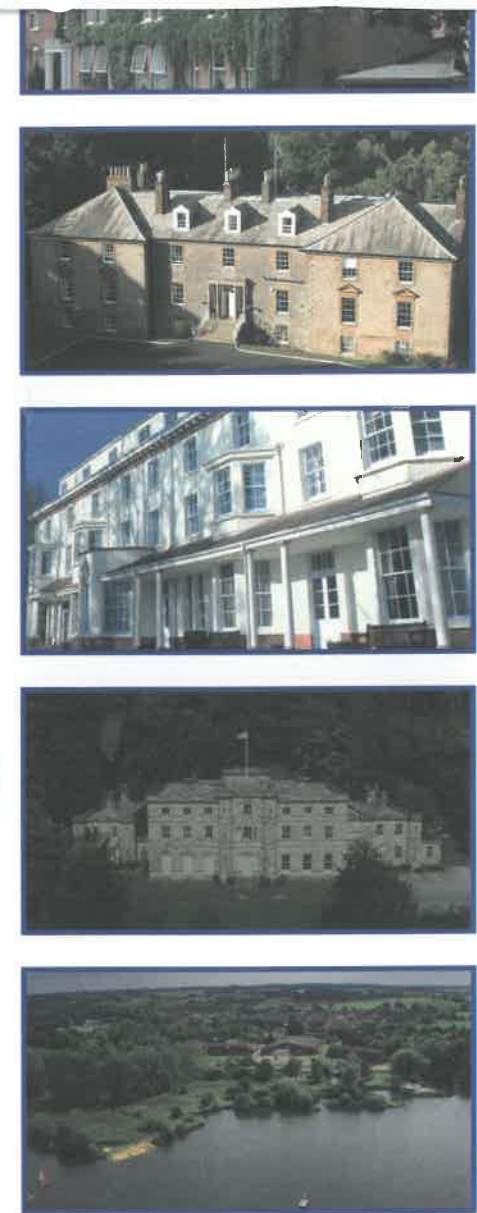


Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
 Telephone: 01584 861333 Website: www.manoradventure.com

School..

Date *26th - 28th April*

NAME	FORM SEEN	ACTION/COMMENTS
P		
	✓	
	✓	

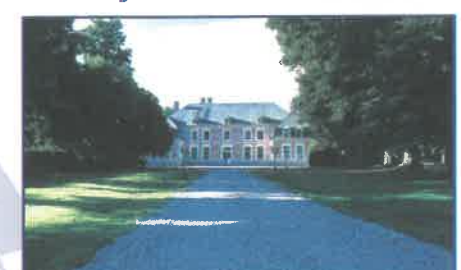


- for
- Culmington Manor, Shropshire
 - Lockerbie Manor, Scotland
 - Abernant Lake Hotel, Wales
 - Willersley Castle, Peak District
 - Norfolk Lakes, Norwich

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 du Broutel



Le Château de Warsy

