| 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: Many Allestore DATES: 1074-1444 Tuly  NAME OF ACCOMMODATION: Woodland Village |
| 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? Judn't use it                                      |
| as have been before  |
| If you had a visit from one of our School Journey Advisors: MA   |
| 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)?   |
| Operations (Rooming, outdoor pursuit programmes, support)?   |
| Preview visit to the centre? NLA   |
|  |
| SECTION 2: Arrivals  |
| General Welcome:   |
| Room Allocation:   |
|  |
| SECTION 3: Centre Facilities   |
| Pupil Accommodation  |
| Washing & Toilet Facilities: Cleanliness / Hygiene:  |
| The Grounds:   |
| Were there any accommodation problems? Hooves left in a couple   |
| of rooms when we arrived   |
| Standard of cleanliness / tidiness? (teacher & pupil) A couple of pupils ran out of torlet rou (2)           |
| of torlet roll (2)   |
| Standard of Furnishing?  |
|  |

| SECTION 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?  |
| How do you rate the packed lunches? .M.A  |
| Any other comments? Great choice of food ever for fussy eaters.  Creat staff serving! Great frum! Plenty to leat;  always hot and very accommodating!  Thank you!   |
| SECTION 5: Centre Staff & Outdoor Pursuits  |
| Did the Head of Centre / Chief Instructor make themselves known to you during your visit?  (1) YES!!!!!!!!! Skippy - Amazing! Thank You!!!  |
| How do you rate the Centre Staff / Instructors?   |
| Helpful: Professional:  |
| Were the Instructors motivating / clear / enthusiastic? (I) Can't name a favounte as all were worderful.  |
| How do you rate the outdoor pursuits?   |
| How do you rate the outdoor pursuit equipment? Description of the grass sledges would help the flow of the Session.  What were your pupil's favourite outdoor pursuits? Can't name than as all were favourites. |
| Are there any new outdoor pursuits you would like Manor Adventure to offer?  No with addition of aeroball + grass sledging its great  |
| Do you have any suggestions on how we could improve our product or outdoor pursuits?  |
|   |
|   |

| SECTION 6: Overall Assessment  |
|--|
| Which aspect of your stay was most enjoyed? Canoning Kayaking as we were             |
| all together! All good-we've had a blast!  |
| Which aspect of your stay was least enjoyed? Issue with one instructor-housever      |
| this was handled brilliantly!  |
| How do you rate the overall product on a value for money basis?                      |
| of activities / wonderful food - Making meniones!                                    |
| Will you be considering a further visit with Manor Adventure? I think it's already   |
| Have you any further general comments which you feel would be useful to us?          |
| You have gone over and above for our exceptional circumstances                       |
| Your stepp (and SLT) have been arrazing The level of care thought                    |
| & attention to detail has been phenomenal!   |
| Where did you hear of Manor Adventure? Preusis issits                                |
| What were the reasons for choosing Manor Adventure? Variety of acturity-             |
| distance from school, Great experiences, previous                                    |
| Which centre did you visit last year? Thus one.                                      |
| What other visits does your school organise? All local we do a one-night             |
| stay at a local centre-but not outdown adventurous.                                  |
| Do a one-day irrit to outdoor centre-locally   |
| If your ability to be professional without singling out heaking                      |
| SECTION 7: 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:   |
|  |
|  |
| 744 014 0 14   |
| manor  |
| aaventure  |

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

## manor adventure









## COURSE REPORT FORM

for

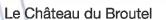
Culmington Manor, Shropshire
Lockerbie Manor, Scotland
Abernant Lake Hotel, Wales
Willersley Castle, Peak District
Norfolk Lakes, Norwich

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