

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? WATER SPORTS AND WATCHING
THE TEAM BUILDING INTERACTION

Which aspect of your stay was least enjoyed? WE ENJOYED EVERYTHING.

How do you rate the overall product on a value for money basis? EXCELLENT.

Will you be considering a further visit with Manor Adventure? ABSOLUTELY.

Have you any further general comments which you feel would be useful to us?
NONE. JUST THANK YOU.

Where did you hear of Manor Adventure? GOOGLE SEARCH.

What were the reasons for choosing Manor Adventure? LOCATION, VALUE FOR MONEY.
SUPER CUSTOMER SERVICE.

Which centre did you visit last year? NOT BEEN BEFORE

What other visits does your school organise? ONLY RUGBY TOURS
WOULD CONSIDER THE FRANCE OPTION IF CLOSE TO A RUGBY FESTIVAL

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

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 du Broutel



Le Château de Warsy



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: NORFOLK LAKES DATES: 7TH - 9TH APRIL 2003
NAME OF ACCOMMODATION: KINGFISHER 1-3

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 ?

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)? EXCELLENT

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? VERY GOOD

SECTION 2: Arrivals

General Welcome: VERY GOOD Fire Drill: VERY GOOD

Room Allocation: EXCELLENT Introductory Talk: VERY GOOD

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 2

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES

BUNS WERE DRY AT LUNCH BUT EVERYTHING ELSE WAS GREAT

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? LUCKILY MY HORDE EAT ANYTHING.

How do you rate the packed lunches? GREAT. VERY WELCOME

Any other comments? THANK YOU FOR ACCOMMODATING OUR CHANGE IN

SCHEDULE AND OUR CRAZINESS.

Good flexibility with the activities with our players being near adult age.

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 Centre Staff / Instructors?

Helpful: VERY Professional: VERY

Were the Instructors motivating / clear / enthusiastic? YES AND GOOD SPORTS.

How do you rate the outdoor pursuits? GOOD RUN

How do you rate the outdoor pursuit equipment? SATISFACTORY

What were your pupil's favourite outdoor pursuits?

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?

would say the drying room quickly become 100% humidity. Not sure whether air flow/extractor would help?