SECTION 6: Overall Assessment		
Which aspect of your stay was most enjoyed? Facilities, food and staffing numbers were all great		
Which aspect of your stay was least enjoyed? Unavoidable, but losing sailing from the programme the week		
before. Ended up not having a huge impact, but made for awkward conversations with parents.		
How do you rate the overall product on a value for money basis? Good value for money		
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?		
Where did you hear of Manor Adventure?		
What were the reasons for choosing Manor Adventure?		
What were the reasons for one-coming Marior Advortare.		
Which centre did you visit last year?		
What other visits does your school organise?		
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?		
N.		
Name: Name:		
Address: Address:		
manar		
manor		

aaventure

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











COURSE REPORT FORM

for

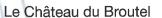
Culmington Manor, Shropshire Lockerbie Manor, Scotland Abernant Lake Hotel, Wales Willersley Castle, Peak District Norfolk Lakes, Norwich

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

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: 24th - 28th April		
NAME OF ACCOMMODATION: Grebe 1, 2 and 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?		
A bit more description on the activities available would be useful		
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? 2 Caroline and Nikki were particularly helpful,		
Caroline and Nikki were particularly helpful, and accommodating of our changing group Customer Services (Bookings, payments, support)?and staff numbers; however it took a while		
to get an initial conversation started Operations (Rooming, outdoor pursuit programmes, support)?		
Preview visit to the centre?		
r review visit to the centre:		
SECTION 2: Arrivals		
General Welcome: 2		
Room Allocation: 1		
Hoom Allocation.		
SECTION 3: Centre Facilities		
Pupil Accommodation Teacher Accommodation: 1		
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: .1		
The Grounds: .1		
Were there any accommodation problems? No		
Standard of cleanliness / tidiness? (teacher & pupil) 1		
Standard of Furnishing? 1		

SECTION 4: Catering / Meals	
Were the meals of an adequate standard? Yes, no complaints from students, lots	
Was there enough to eat? Yes, plenty	
Was the food served promptly? Yes	
Were all dietary requirements catered for? Yes, card and seperate service window v	were welcome additions
How do you rate the packed lunches? <u>n/a</u>	
Any other comments? When the centre was busy, we often were able to be served but dining room, other groups seemed to hang out there after finishing their meals. Very small issuin the dining room made movement for smaller students tricky.	had nowhere to sit in the
SECTION 5: Centre Staff & Outdoor Pursuits Did the Head of Centre / Chief Instructor make themselves known to you dur Yes, on the last night	3 .
How do you rate the Centre Staff / Instructors?	
Helpful: Yes Professional: Yes	
Were the Instructors motivating / clear / enthusiastic?	
How do you rate the outdoor pursuits?	
How do you rate the outdoor pursuit equipment? 2	
What were your pupil's favourite outdoor pursuits? High ropes, GSUP, Obstacle of Raft Building	Course, Canoeing
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 outdoosome of the equipment for the indoor activities (archery, fencing, caving) was a bit tired (few Backup options for weather would be nice, IE the day we went kayaking it would have been	oor pursuits? of the head torches worked etc
an alternative, as the wind made it difficult, and clearly stressful for the instructor	
and many, do the wind made it difficult, and dearly sheetall for the filations	