

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: NOXFORD DATES: 3rd Friday - 7th July
NAME OF ACCOMMODATION: Grieke 1 & 4

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1

Fire Drill: 1

Room Allocation: 1

Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 1

Teacher Accommodation: 2

Washing & Toilet Facilities: 1

Cleanliness / Hygiene: 2

The Grounds: 3

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

Asked for a fridge but didn't get one
Only a clock

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 2

Were all dietary requirements catered for? 2

How do you rate the packed lunches? N/A

Any other comments?

Food was a good standard
A good variety over the week however
would have been nice to have pasta/rice instead
of chips every day

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: 1

Professional: 1

Were the instructors motivating / clear / enthusiastic? 1

Yes great with the kids and adults

How do you rate the outdoor pursuits? 1

Our favourite was grants stand up - a double of
this was provided
have been excellent

How do you rate the outdoor pursuit equipment?

Not always enough paddles etc

What were your pupil's favourite outdoor pursuits?

GSUP, Kayaking,
blind trail, SUP, Raft, Obstacle

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Zipline
Inflatable obstacle on water

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Not keen on team games - lacked equipment -
No balls or frisbees

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Outdoor activities*

Which aspect of your stay was least enjoyed? *We enjoyed it all. Possibly later activities?*

How do you rate the overall product on a value for money basis? *2*

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?
Instructors to be aware of our lunch/dinner - so not late for our slot. Eg survival skills - couldn't do here. Arrived back to lunch 15 mins late.

Where did you hear of Manor Adventure? *Same last year.*

What were the reasons for choosing Manor Adventure? *Enjoyed last year.*

Which centre did you visit last year? *Norfolk*

What other visits does your school organise? *N/A*

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

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

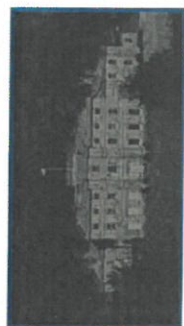
Abernant Lake Hotel, Wales

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

