

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: Mr. FOLK DATES: 2-6 of October
NAME OF ACCOMMODATION:

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? N/A

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: 2 Teacher Accommodation: 1
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1
The Grounds: 1

Were there any accommodation problems? One of the rooms for the children didn't have hot water
Standard of cleanliness / tidiness? (teacher & pupil) Excellent
Standard of Furnishing? Very Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Very good 2
Was there enough to eat? Plenty to eat 1
Was the food served promptly? Food was served promptly 1
Were all dietary requirements catered for? 1
How do you rate the packed lunches? -
Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? 1
How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1
Were the instructors motivating / clear / enthusiastic? 1
How do you rate the outdoor pursuits? 1
How do you rate the outdoor pursuit equipment? 1
What were your pupil's favourite outdoor pursuits? Giant paddle boarding
Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A
Do you have any suggestions on how we could improve our product or outdoor pursuits?
Suggester hat is too basic, maybe have items in certain areas to keep all children motivated.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Camp Fire was amazing*

Which aspect of your stay was least enjoyed? *Sawagner hunt and volleyball*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *1 - Yes*

Have you any further general comments which you feel would be useful to us?
The landyards worked really well for food allergies - very simple and effective

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Very well organised, really excellent staff*

Which centre did you visit last year? *Norfolk*

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?

Name: Name:

Address: Address:

*manor
adventure*

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

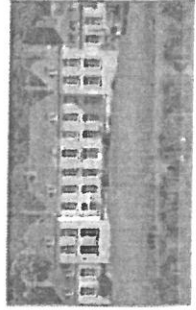
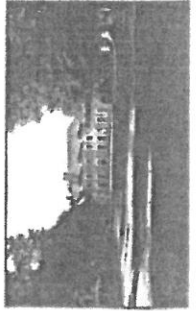
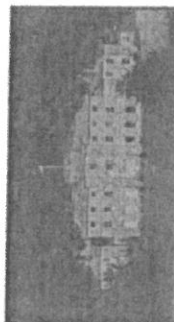
Willersley Castle, Peak District

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