| 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: DATES: 11/3 — 15/3 NAME OF ACCOMMODATION: Bittern 3, 4+5 |
| 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? Clear Website with dedicated teacher area. |
| 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)?2 |
| Operations (Rooming, outdoor pursuit programmes, support)? 2 Preview visit to the centre? N/A We didn't get one We saw the centre on the website. |
| SECTION 2: Arrivals |
| General Welcome: 2 Fire Drill: 2 |
| Room Allocation: 2 Introductory Talk: 2 |
| SECTION 3: Centre Facilities |
| Pupil Accommodation |
| Washing & Toilet Facilities: Cleanliness / Hygiene: 2 |
| The Grounds: 2 |
| Were there any accommodation problems? We had a water leak in one room so had to move the pupils. |
| Standard of cleanliness / tidiness? (teacher & pupil) |
| Standard of Furnishing? & Ood |
| |

| SECTION 4: Catering / Meals Were the meals of an adequate standard? Yes. It would be helpful to have a saud par in the evening as well. Was there enough to eat? Yes. 2 |
|--|
| Was there enough to eat? 465. 2 Was the food served promptly? 465 - 2 |
| Were all dietary requirements catered for? |
| How do you rate the packed lunches? N/A - No ophon given |
| Any other comments? The Kitchen team were all Very friendly & welcoming They encowaged all |
| pupils to lat a small amount if they weren's |
| Did the Head of Centre / Chief Instructor make themselves known to you during your visit? On - Call person each night. Manager / team leade How do you rate the Centre Staff / Instructors? Were the Instructors motivating / clear / enthusiastic? Were the Instructors motivating / clear / enthusiastic? |
| How do you rate the outdoor pursuits? 2. Again some achines were favoured than others. |
| How do you rate the outdoor pursuit equipment? £6000 - enough equipment for all including the adults What were your pupil's favourite outdoor pursuits? Layak, Bund had axe throwing, fencing climbung caving Are there any new outdoor pursuits you would like Manor Adventure to offer? |
| Hoseiling - or Zipline Do you have any suggestions on how we could improve our product or outdoor pursuits? Some activities weren't as popular due to the enthusiasm of the insmetrar - perhaps those |
| Could be shorter + combined with another. The two were aeroball + crienteering |

| | SECTION 6: Overall Assessment |
|---|---|
| | Which aspect of your stay was most enjoyed? The water achinhes t |
| | those not available to do in school |
| | Which aspect of your stay was least enjoyed? One achinhes which |
| (| seemed too long allocated achipy time |
| | How do you rate the overall product on a value for money basis? 2- Very good |
| | Will you be considering a further visit with Manor Adventure? Yel - Mare Yequested Coshings for next year |
| _ | Have you any further general comments which you feel would be useful to us? Mlocate Tables fer which time |
| | have a clear first aid system when out on activities - we had |
| μ | Where did you hear of Manor Adventure? Another Local Headteacher. |
| | What were the reasons for choosing Manor Adventure? Water achinkes |
| _ | Which centre did you visit last year? Isle of Wight but a different company |
| | What other visits does your school organise? Yew 5 residential -3 day Other local trips to enhance + support the curriculum |
| - | Thank you for the week-the staff were helpful SECTION 7. I the pupils (Some times not as ethnostic!) enjoyed |
| | 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

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COURSE REPORT FORM

for

Culmington Manor, Shropshire Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

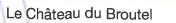
Norfolk Lakes, Norwich

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