important to us and will be assessed by our management team. SCHOOL: . PARTY LEADER: ... CENTRE: 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? ..... 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: .......Fire Drill: ..... **SECTION 3: Centre Facilities** The Grounds: ..... Were there any accommodation problems? Standard of cleanliness / tidiness? (teacher & pupil) ...... ...... Standard of Furnishing? ......

We constantly strive to improve our high standards. Your comments are very

SECTION 4: Catering / Meals  Were the meals of an adequate standard?
Vas there enough to eat?
Vas the food served promptly?
Vere all dietary requirements catered for?
How do you rate the packed lunches?
Any other comments?
SECTION 5: Centre Staff & Outdoor Pursuits  Oid the Head of Centre / Chief Instructor make themselves known to you during your visit?
low do you rate the Centre Staff / Instructors?    Staff / Instructors
low do you rate the outdoor pursuits?
low do you rate the outdoor pursuit equipment?
/hat were your pupil's favourite outdoor pursuits? Rafting /Lan
re there any new outdoor pursuits you would like Manor Adventure to offer?
o you have any suggestions on how we could improve our product or outdoor pursuits?

SECTION 6: Overall Assessment  Which aspect of your stay was most enjoyed?  Very Parity Jacket  Safety
900Cl f 00Cl V V V V V V V V V V V V V V V V V V V
Which aspect of your stay was least enjoyed?
How do you rate the overall product on a value for money basis?
Will you be considering a further visit with Manor Adventure?
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?
HIWays runs very successfully
Which centre did you visit last year? This Centre.
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?
NIA.
Name: Name:
Address: Address:

## manor adventure

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

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## COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

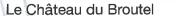
Norfolk Lakes, Norwich

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