

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Showers*

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 - booked for next year already*

Have you any further general comments which you feel would be useful to us?
Very friendly and welcoming!

Where did you hear of Manor Adventure? *Been previously*

What were the reasons for choosing Manor Adventure? *knew it was good and reliable*

Which centre did you visit last year? *Willerley Castle*

What other visits does your school organise? *None*

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
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manor adventure

COURSE REPORT FORM

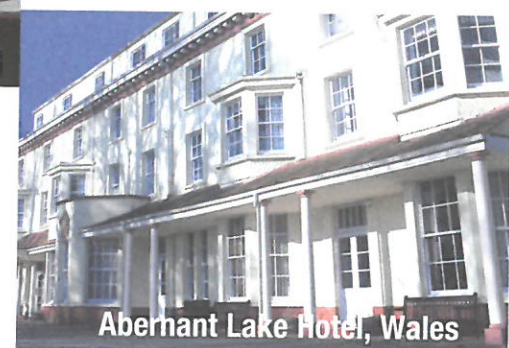
For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

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: *Willesley Castle* DATES: *12th - 16th June*

NAME OF ACCOMMODATION: *2nd floor*

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

Did you find the brochure accurate and informative? *Yes*

How could we improve our website, www.manoradventure.com?
All very good

If you had a visit from one of our School Journey Advisors: *N/A*

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)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *Excellent* Fire Drill: *Excellent*

Room Allocation: *Excellent* Introductory Talk: *Excellent*

SECTION 3: Centre Facilities:

Pupil Accommodation: *3* Teacher Accommodation: *2*

Washing & Toilet Facilities: *3* Cleanliness / Hygiene: *2*

The Grounds: *1* Catering: *3*

Were there any accommodation problems? *Not really - broken curtain in one room and showers not very powerful*

Standard of cleanliness / tidiness? (teacher & pupil)
Very good

Standard of Furnishing? *Very good*

SECTION 4: Meals

Were the meals of an adequate standard? *Mostly, yes. A couple of meals some children didn't like (e.g. baked potatoes) and that was the only option.*

Was there enough to eat? *Mostly. If on early b'fast and late lunches children got hungry - maybe could have fruit available to them at all times?*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches? *N/A*

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

Tosh, Molly, Zac, Zoe, Rhys, Paul, Ella, Faith - most of them really?

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *canoe/kayak, zipwire, grass sledge*

Are there any new outdoor pursuits you would like Manor Adventure to offer?
high ropes, abseiling

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