

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ... ACCOMMODATION + RIVER ACTIVITIES

Which aspect of your stay was least enjoyed? ... WEIGHT LIMITS + CANCELLATION OF GRASS SLEDGING

How do you rate the overall product on a value for money basis? ... (1)

Will you be considering a further visit with Manor Adventure? ... DEPENDENT ON ABOVE - YES

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? ... USED BEFORE - NORFOLK LAKES

What were the reasons for choosing Manor Adventure? ...

Which centre did you visit last year? ... *

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 Fax: 01584 861367 www.manoradventure.com

23rd - 25th June

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: WILLERSLEY DATES: 23-25 JUNE
NAME OF ACCOMMODATION: THE MEWS

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 ①

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

FINE AS IS - MAYBE MENTION (IF YOU DON'T) 70KG LIMIT ON VIA FERRATA

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? NA

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: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? SOCKETS DIDN'T WORK ON

GROUND FLOOR ROOMS DUE TO NUMBER OF DE

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? NA

Any other comments? Excellent Provision - Boys never went

hungry

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1 ✓

Which Instructors were motivating / clear / enthusiastic?

HONESTLY THEY WERE ALL SUPERB!!

How do you rate the outdoor pursuits? ① STATE ABOUT VIA FERRATA

WE WERE ALSO UNABLE TO DO GRASS SLEDGING AS WEATHER TOO DRY

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? KAYAK / CLIMBING

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

ANYTHING WITHOUT WEIGHT LIMITS - WE HAVE OLDER BOYS

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