

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great activities, excellent accommodation, beautiful setting*

Which aspect of your stay was least enjoyed? *None - it's been great from start to finish!*

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

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

Have you any further general comments which you feel would be useful to us?
*Permanent lighting on blind trail (like the solar ones on the drive?)
More targets on axe throwing range
We realise it was due to weather but communication of the programme change ahead of arrival would have been beneficial.*

Where did you hear of Manor Adventure? *previous visit*

What were the reasons for choosing Manor Adventure? *Prior experience @ Culmington Manor and pre-visit.*

Which centre did you visit last year? *Culmington*

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

30 Oct - 3rd Nov

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: 30 OCT - 3 NOV

NAME OF ACCOMMODATION: CASTLE

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

None. One v. hot towel rail which burnt a child (room 12)

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes 1
Really flexible with fussy eaters too!

Was there enough to eat? Yes 1

Was the food served promptly? Yes 1

Were all dietary requirements catered for? Yes 1

How do you rate the packed lunches? N/A

Any other comments? Toaster in second dining room not always working-

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Molly, Paul, Matty, AJ, E1
Knowledgeable, professional, not too 'matey'

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Via ferrata, Zip wire, blind trail, grass sledging, rifles, archery

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

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