

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *We have loved everything.
The children do not want to leave*

Which aspect of your stay was least enjoyed? *Nothing*

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

Will you be considering a further visit with Manor Adventure? *Yes - we
only use you and move around all your
centres*

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

Where did you hear of Manor Adventure? *Years ago, sales rep.*

What were the reasons for choosing Manor Adventure? *Used for about
12 years now + wouldn't even think about
another provider*

Which centre did you visit last year? *Hose*

What other visits does your school organise? *Museums, stately
homes, zoos, sport activities*

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? *Always recommend
to other schools.*

Name: Name:

Address: Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

manor adventure

COURSE REPORT FORM

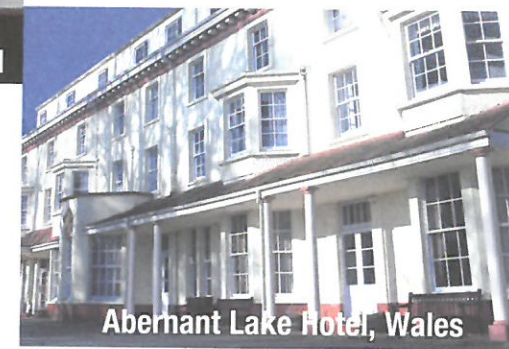
For



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 Castle DATES: 9th - 13th October

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? 1

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? N/A

How professional was the Presentation Evening?

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? —

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Hot water coming out of cold

taps, no heat in drying room, passive/aggressive note from

Standard of cleanliness / tidiness? (teacher & pupil) 1
a maintenance man (unnecessary!)

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Excellent all week

Was there enough to eat? Plenty, we have been well fed all week

Was the food served promptly? Always

Were all dietary requirements catered for? Absolutely - bent over backwards for us.

How do you rate the packed lunches? N/A

Any other comments? Thank you for looking after us. Jude said "Tracey is lovely!"

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Everyone was fantastic but the children particularly liked Tristan, Matty, Ella, Faith, Molly, Zak, Tasha

How do you rate the outdoor pursuits? All great, just as we expected

How do you rate the outdoor pursuit equipment? Brilliant - all great

What were your pupil's favourite outdoor pursuits? Zipwire, bushcraft, canoe/kayak

Are there any new outdoor pursuits you would like Manor Adventure to offer? crate stacking, highropes, Jacob's ladder

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