

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Accommodation, food, hill walk and evening walk

Which aspect of your stay was least enjoyed? Tuck shop was a nightmare! Didn't wat! We want to do it again.

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

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?

Excellent centre great potential, a few tweaks on activities that mean less hanging around would be great. Campfire was good but too many kids perhaps split with evening walk.

Where did you hear of Manor Adventure? Google

What were the reasons for choosing Manor Adventure? The surroundings and the level of activity

Which centre did you visit last year? /

What other visits does your school organise? loads

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 Oct.

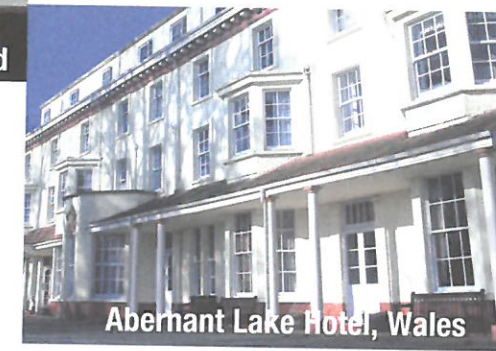
manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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: W. Thersley Castle DATES: 23-25 October
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? 3 - bit confusing - the pre-information pack
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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 1 Excellent Fire Drill: 1 Excellent

Room Allocation: 1 Excellent Introductory Talk: 1 Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1 Excellent

Washing & Toilet Facilities: 2 - needs more toilet paper Cleanliness / Hygiene: 1 Excellent

The Grounds: 1 Excellent Catering: 1 Excellent!!!

Were there any accommodation problems? Toilet paper

Some toilets got clogged, a few shower issues

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

have been amazing

Standard of Furnishing? 1 Excellent

SECTION 4: Meals

Were the meals of an adequate standard? 1 Excellent Catering

Staff have been amazing, such feedback

Was there enough to eat? Too much! All perfect and

fresh

Was the food served promptly? Yes - Excellent, thank you

to Tracy and team

Were all dietary requirements catered for? Yes - lanyards are

excellent

How do you rate the packed lunches? /

.....

Any other comments? Catering has been superb

.....

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Beth - great on allergies Elle ✓

AJ - encouraging! Brilliant

How do you rate the outdoor pursuits? 3 Good - initiative could

be a little more effective depended on instructor

Climbing needs more people involved

Zip wire needs more

How do you rate the outdoor pursuit equipment? (1) - Excellent

What were your pupil's favourite outdoor pursuits? Grass sledging,

hill walking climbing but more time needed

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?

Some instructors took a lot of time to explain and bit up.

- Jaden needed more speed. ~~More~~ Harness activities could be