

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The variety of activities.*

Which aspect of your stay was least enjoyed? *N/A.*

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

Will you be considering a further visit with Manor Adventure? *Yes - next Sept!*

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

*Annie is delightful + super helpful
shower pressure in Rm 11 is very poor. Fantastic pressure in Rm 13!!!*

Where did you hear of Manor Adventure? *Been before.*

What were the reasons for choosing Manor Adventure? *High School Induction*

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

What other visits does your school organise? *So many! Ski trip, Chelsea, MFC trips, sports tours, battle fields, cultural city trips - Liverpool, Expeditions*

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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COURSE REPORT FORM

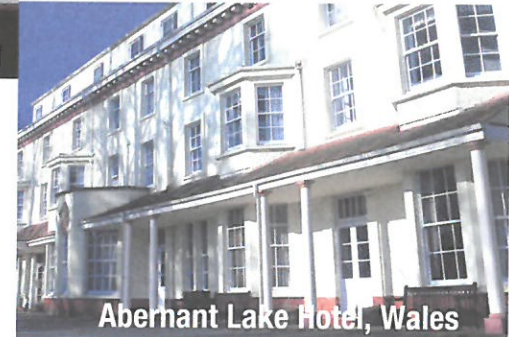
For



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: 18-20th Sept.
NAME OF ACCOMMODATION: Willesley 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? N/A
How could we improve our website, www.manoradventure.com?
Didn't look at it.
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)? N/A
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 2

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? No
Standard of cleanliness / tidiness? (teacher & pupil) 1
Standard of Furnishing? 2

Working clocks in bedrooms is a must.

SECTION 4: Meals

Were the meals of an adequate standard? Yes - 1
Was there enough to eat? Yes - 1
Was the food served promptly? Yes - 1
* Were all dietary requirements catered for? Yes - 1 But I would like to discuss this further with the manager.
How do you rate the packed lunches? N/A
Any other comments? Thankyou for providing cakes for our birthday girl.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

+Molly. Task. Which Instructors were motivating / clear / enthusiastic?
Zac, Molly, and others but can't remember their names - sorry! Not all of them were able to command an audience.

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

What were your pupil's favourite outdoor pursuits? grass sledging, water activities

Are there any new outdoor pursuits you would like Manor Adventure to offer? Not that we can think of that you don't already offer.

Do you have any suggestions on how we could improve our product or outdoor pursuits?
No.

* A board of photos of instructors + names *