

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *The time between activities as the children spent time in their room, as the meeting room was taken by another school who were older pupils.*

How do you rate the overall product on a value for money basis? *2*

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?
It would be helpful to have a space inside allocated to just our pupils. As the weather was poor on Thursday it would have been helpful to have a contingency as the children were wet, cold and tired and could only really be in their rooms.

Where did you hear of Manor Adventure? *Website*

What were the reasons for choosing Manor Adventure? *Local, exciting option, good price*

Which centre did you visit last year? *?*

What other visits does your school organise? *We take Y6 to the White Hall Centre each year*

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:



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

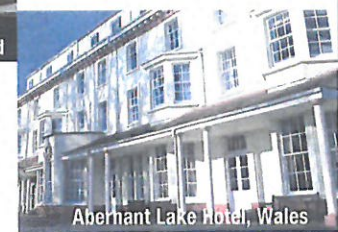
manor adventure

COURSE REPORT FORM

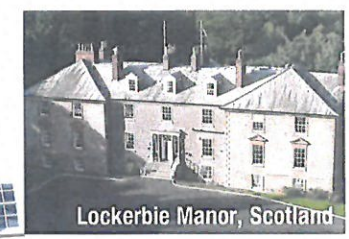
For



Gulmington 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: WILBERSLEY CASTLE DATES: 6-8 DEC

NAME OF ACCOMMODATION:

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?
.....

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? 2

SECTION 2: Arrivals

General Welcome: Fire Drill:

Room Allocation: Introductory Talk:

SECTION 3: Centre Facilities:

Pupil Accommodation: Teacher Accommodation:

Washing & Toilet Facilities: Cleanliness / Hygiene:

The Grounds: Catering:

Were there any accommodation problems?

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? The desserts weren't clear and some children missed the yogurt. - maybe the option of a better pudding would appeal.

Was there enough to eat? There was too much given to pupils - portion sizes were too big and as a result there was lots of waste.

Was the food served promptly? Yes very efficiently

Were all dietary requirements catered for? Yes The children didn't have time to eat everything

How do you rate the packed lunches? -

Any other comments? -

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

Mike was excellent - he went the extra mile to learn the children's names

How do you rate the outdoor pursuits? The children enjoyed the zip and

ropes course. The scrambling was a bit rushed and they spent more time putting on the harness and helmet. There could have been more instructions.

How do you rate the outdoor pursuit equipment? 2

Manor olympics was disappointing

What were your pupil's favourite outdoor pursuits? Zip wire, Grass sledges

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

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

The olympics was just a series of relays on the field with very little equipment. The children did this in teams of 11 so spent more time watching their friends. This could be better with smaller groups