important to us and will be assessed by our management team. SCHOOL: ... PARTY LEADER: NAME OF ACCOMMODATION: ... Manor 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** How could we improve our website, www.manoradventure.com? If you had a visit from one of our School Journey Advisors: How professional was the Presentation Evening? How did you rate our pre-visit administration? Customer Services (Bookings, payments, support)? Operations (Rooming, outdoor pursuit programmes, support)? Preview visit to the centre? **SECTION 2: Arrivals** General Welcome: Very god Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent **SECTION 3: Centre Facilities** Pupil Accommodation Very good Teacher Accommodation: Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Very good Were there any accommodation problems? No, everything was great. Standard of cleanliness / tidiness? (teacher & pupil) Very good

We constantly strive to improve our high standards. Your comments are very

SECTION 4: Catering / Meals Were the meals of an adequate standard? Excellent
Was there enough to eat? Yes, there was plenty
Was the food served promptly? Excellent Service
Were all dietary requirements catered for?
How do you rate the packed lunches?
Any other comments?
SECTION 5: Centre Staff & Outdoor Pursuits Did the Head of Centre / Chief Instructor make themselves known to you during your visit? How do you rate the Centre Staff / Instructors?
Helpful: Excellent Professional: Excellent Were the Instructors motivating / clear / enthusiastic? Yes to all
How do you rate the outdoor pursuits? Very
How do you rate the outdoor pursuit equipment?
What were your pupil's favourite outdoor pursuits? Concerny + Kayaking
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? We were disappointed that we asked for Zip were and work climbing, but we were told these were unavailable except three were lots of occasions when the arbitries

Which aspect of your stay was most enjoyed? Water activities
writer aspect or your stay was most enjoyed:
Which aspect of your stay was least enjoyed?
How do you rate the overall product on a value for money basis? Excellent
Will you be considering a further visit with Manor Adventure?
Have you any further general comments which you feel would be useful to us?
For the past two years the zip we has not been a past
Savounte of the children.
Where did you hear of Manor Adventure? Web site
What were the reasons for choosing Manor Adventure? We have been
visiting for one 10 years
Which centre did you visit last year?
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:
Address:

manor adventure

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

manor adventure











COURSE REPORT FORM

for

Culmington Manor, Shropshire Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

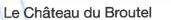
Norfolk Lakes, Norwich

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

Have you considered our French Centres







Le Château de Warsy

important to us and will be assessed by our management team.
SCHOOL: PARTY LEADER: DATES: Jeur 28th - 30th DATES: Jeur 28th - 30th DATES: Description 28th DATES: Description
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
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? \(\frac{\mathcal{N}}{\triangle}\) How professional was the Presentation Evening? \(\frac{\mathcal{N}}{\triangle}\)
How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)?
Operations (Rooming, outdoor pursuit programmes, support)?
Preview visit to the centre?N/A
SECTION 2: Arrivals
General Welcome: 1 Fire Drill: 1
Room Allocation:1 Introductory Talk:
SECTION 3: Centre Facilities
Pupil Accommodation
Washing & Toilet Facilities: 1 - Advantage Cleanliness / Hygiene:
The Grounds: 1 - Excellent, well kept grands.
Were there any accommodation problems?
Standard of cleanliness / tidiness? (teacher & pupil) Overall excellent - very well benefit
Standard of Furnishing?1

We constantly strive to improve our high standards. Your comments are very

SECTION 4: Catering / Meals Were the meals of an adequate standard?
Was there enough to eat?1
Was the food served promptly? .1
Nere all dietary requirements catered for? 1 - went above and beyond for everyw
How do you rate the packed lunches? H/A
Any other comments? Excellent organisati-
SECTION 5: Centre Staff & Outdoor Pursuits
oid the Head of Centre / Chief Instructor make themselves known to you during your visit?
low do you rate the Centre Staff / Instructors?
Vere the Instructors motivating / clear / enthusiastic?
low do you rate the outdoor pursuits? I lots to close from and plenty to beep us occupied.
low do you rate the outdoor pursuit equipment?
/hat were your pupil's favourite outdoor pursuits? Paddle Booding, ferring, obstacle
re there any new outdoor pursuits you would like Manor Adventure to offer? N / A
o you have any suggestions on how we could improve our product or outdoor pursuits?

SECTION 6: Overall Assessment
Which aspect of your stay was most enjoyed? Livery thing was excellently men -
Which aspect of your stay was most enjoyed? Every ling was excellently nen- ny fist him her and hence exactly what to do.
Which aspect of your stay was least enjoyed?
How do you rate the overall product on a value for money basis?1
Will you be considering a further visit with Manor Adventure?1
Have you any further general comments which you feel would be useful to us? Thankyou for a great of you.
Where did you hear of Manor Adventure? Revious Collegue / School hed been before What were the reasons for choosing Manor Adventure? large of choice of activities
Which centre did you visit last year? Abenaut Lalu Hold.
What other visits does your school organise?
Llangrang.
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:
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COURSE REPORT FORM

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