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? Did he provide a fair description of our centre and product? How professional was the Presentation Evening? Customer Services (Bookings, payments, support)? Preview visit to the centre? Preview visit to the centre? SECTION 2: Arrivals General Welcome: 3. Share saluda and services and productory Talk: SECTION 3: Centre Facilities Pupil Accommodation Teacher Accommodation: 3. Cleanliness / Hygiene: 2. The Grounds: 2. Were there any accommodation problems?	SCHOOL:	PARTY LEADER: MANUE DATES: 10 - 14 DINE 2004
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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? Preview visit to the centre? General Welcome: 3. to have been good seneral Welcome: 3. to have been	If you had a visit	from one of our School Journey Advisors:
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Customer Services (Bookings, payments, support)? Predominantly five One ISS Operations (Rooming, outdoor pursuit programmes, support)? Check was resolved Preview visit to the centre? Preview visit to the centre? Preview visit to the centre? Fire Drill: General Welcome: 3. to have been good of support of the Drill: Introductory Talk: Introductory Talk: Preview to to deep book form. GECTION 3: Centre Facilities Pupil Accommodation Teacher Accommodation: 1. Washing & Toilet Facilities: Cleanliness / Hygiene: 2. Were there any accommodation problems? Pupil Standard of cleanliness / tidiness? (teacher & pupil) 3.	How	professional was the Presentation Evening?
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Preview visit to the centre? SECTION 2: Arrivals General Welcome: 3. to have been good Room Allocation: 3. Staff don't was Introductory Talk: 3. Bean told (eg boor room) SECTION 3: Centre Facilities Pupil Accommodation 3. Teacher Accommodation: 1. Vashing & Toilet Facilities: 2. Cleanliness / Hygiene: 2. The Grounds: 2. Were there any accommodation problems?		
General Welcome: 3. to have been good seneral Welcome: 3. to have adults on town. Fire Drill:	Opera	tions (Rooming, outdoor pursuit programmes, support)?
General Welcome: 3. to have adults on four. Fire Drill:	Previe	w visit to the centre? NA
General Welcome: 3. to have adults on four. Fire Drill:		
SECTION 3: Centre Facilities Pupil Accommodation	SECTION 2: Arr	ivals i would have been good
SECTION 3: Centre Facilities Pupil Accommodation	General Welcom	e: 3 to have adults on four Fire Drill: 3
Pupil Accommodation	Room Allocation	what children had Introductory Talk: 3 bear told (eg book room)
Vashing & Toilet Facilities:	SECTION 3: Cei	itre Facilities
The Grounds:	Pupil Accommod	lation3 Teacher Accommodation: .1
The Grounds:	Vashing & Toilet	Facilities:
Standard of cleanliness / tidiness? (teacher & pupil)3	he Grounds:	2
Standard of cleanliness / tidiness? (teacher & pupil)3		
	Standard of clear	nliness / tidiness? (teacher & pupil)
		(**************************************
	Standard of Furn	ishing? I for adult areas 25 for children

SECTION 4: Catering / Meals
Were the meals of an adequate standard? 2 great variety and decent quality
kopta + pulled park actually had playour! Good to have choices + cooked breakpa
Was there enough to eat? 1 One child said it was their faircente thing about the trip! Fruit always available
Was the food served promptly? 1
Were all dietary requirements catered for? 1
How do you rate the packed lunches? 1 well aganised and generous
We were surprised at how good quality the ham was
Any other comments? would be preferable to have assigned tables
and lor a member of staff arganising. Current system relus or school
staff manitoring and ensuring children con all fit; thus did not always
happen
SECTION 5: Centre Staff & Outdoor Pursuits
Did the Head of Centre / Chief Instructor make themselves known to you during your visit?
No.
How do you rate the Centre Staff / Instructors? Kake was amazing, as children laved
Helpful: 1 Seb was good Professional: 1 issue smoothly and efficient
Were the Instructors motivating / clear / enthusiastic? 1 kert was kind and patients?
hew was calm, patient and had a Nathaniel was warm and professional lavely manner. Jame + Charlie were lavely. How do you rate the outdoor pursuits?
How do you rate the outdoor pursuit equipment?1
What were your pupil's favourite outdoor pursuits? zp we; IES ricles, aeroball
bivi, law ropes
Are there any new outdoor pursuits you would like Manor Adventure to offer?
quad bukes
Do you have any suggestions on how we could improve our product or outdoor pursuits?
Water pala was just too cold
Better changing facilities at the part for conceing / kayaling

Wifi access was intermitted at best; non-existant at some paints. It wasn't particularly helpful when trying to email photos back to school or recieve messages or emails.

SECTION 6: Overall Assessment Which aspect of your stay was most enjoyed? The variety - the fact that we could do activities at the centre and also go out Which aspect of your stay was least enjoyed? The masor being shared with a school who were't very respectful How do you rate the overall product on a value for money basis? ...2. Will you be considering a further visit with Manor Adventure? Have you any further general comments which you feel would be useful to us? Front door or monor should be shut by monor stage at night Where did you hear of Manor Adventure? ... The whenet What were the reasons for choosing Manor Adventure? Location and ability to have activities and days at What other visits does your school organise? Burwell have 3 night stay for yr S. other day typs for all year groups. 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?

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

manor adventure











COURSE REPORT FORM

for

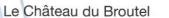
Culmington Manor, Shropshire Lockerbie Manor, Scotland Abernant Lake Hotel, Wales Willersley Castle, Peak District Norfolk Lakes, Norwich

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