

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? .....

*Seeing rapsc with instructors*

Which aspect of your stay was least enjoyed? .....

*Laundry / dry room was confusing*

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

*V good*

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?  
.....  
.....

Where did you hear of Manor Adventure? *Another school*

What were the reasons for choosing Manor Adventure? .....

*Great instructors*

Which centre did you visit last year? *here*

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: ..... Name: .....

Address: ..... Address: .....

*manor  
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
Telephone: 01584 861333 Website: [www.manoradventure.com](http://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 du Broutel



Le Château de Warsy



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: NORFOLK ..... DATES: 20-24<sup>th</sup> May .....  
NAME OF ACCOMMODATION: MANOR ADVENTURE NORFOLK .....

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 not use website .....

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)? ..... V. good

Operations (Rooming, outdoor pursuit programmes, support)? ..... V. good

Preview visit to the centre? ..... N/A

### SECTION 2: Arrivals

General Welcome: Great ..... Fire Drill: Great .....

Room Allocation: Great ..... Introductory Talk: Great .....

### SECTION 3: Centre Facilities

Pupil Accommodation ..... V. Good ..... Teacher Accommodation: V. good - shower head per baths please

Washing & Toilet Facilities: Tight for kids to shower ..... Cleanliness / Hygiene: V. good

The Grounds: flat .....

Were there any accommodation problems? ..... N/A

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

..... V. good

Standard of Furnishing? .....

..... V. good. A shaver mat would be good to stop slipping.

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? .....

..... Yes

Was there enough to eat? ..... Yes

..... Salad with evening meal would be good for staff

Was the food served promptly? .....

..... Yes

Were all dietary requirements catered for? .....

..... V. good

How do you rate the packed lunches? .....

..... N/A

Any other comments? .....

..... \* Bearded fella on serving was excellent

..... \* Heard a swear word from older fella on tray cleaning towards another member of staff

### SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? .....

..... Yes

How do you rate the Centre Staff / Instructors? .....

Helpful: Very ..... Professional: Very

Were the Instructors motivating / clear / enthusiastic? .....

..... All were excellent

How do you rate the outdoor pursuits? .....

..... V. good

How do you rate the outdoor pursuit equipment? .....

..... High ropes High standard

What were your pupil's favourite outdoor pursuits? .....

..... High ropes, rafting, stand up paddle boarding, canoeing

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? .....

.....

..... Not a 2 hour kayaking session

..... A little too long