

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]  
CENTRE: NOPEL DATES: 6-05 APR 2009  
NAME OF ACCOMMODATION: TEAL

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? Yes

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? EXCELLENT

Operations (Rooming, outdoor pursuit programmes, support)? EXCELLENT

Preview visit to the centre? EXCELLENT

**SECTION 2: Arrivals**

General Welcome: 3 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 3

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? Would be improved

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

Standard of Furnishing? 1

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes - very good

Was there enough to eat? Plenty of food - large portions

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - extra care

How do you rate the packed lunches? N/A

Any other comments? More fresh vegetables?

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? \*

Pip / Paige and Izzy children voted

Sam / Reese Paige as most support!

How do you rate the outdoor pursuits? Excellent facilities

How do you rate the outdoor pursuit equipment? Very good

What were your pupil's favourite outdoor pursuits? Swimming, kayaking

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

Yes

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The children are*

*engaged in water sports and campfire*

Which aspect of your stay was least enjoyed? *They found it*

*difficult to challenge*

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

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?

*Excellent attention to H&A and communication*

*Great staff to hand 22 hrs*

*On going learning programme for staff*

Where did you hear of Manor Adventure? *Internet / Personal*

What were the reasons for choosing Manor Adventure? *Personal*

*Quality of Welsh/Scottish centres*

Which centre did you visit last year? *Widelycombe, Kent*

What other visits does your school organise? *York, Wootton Bassett,*

*Y-5 in Stranorlar, Donegal (Scotland) and*

*Y-6 in Gwynedd, Snowdonia (Hampshire)*

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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# manor adventure

## 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