

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Nothing especially*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Yes - already booked*

Have you any further general comments which you feel would be useful to us?  
*A communal teacher area in each accommodation with a fridge etc would be good.*

Where did you hear of Manor Adventure? *Been with previous school*

What were the reasons for choosing Manor Adventure?  
*Always a great experience*

Which centre did you visit last year? *Same*

What other visits does your school organise? *No residential*

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 Fax: 01584 861367 www.manoradventure.com

*Mon 17<sup>th</sup> - Fri 21<sup>st</sup> June.*

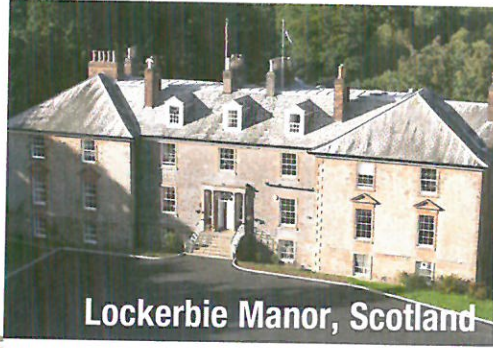
# manor adventure

## 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

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: Wiltshire Castle DATES: 17-21 June  
NAME OF ACCOMMODATION: Mews

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? 2

How could we improve our website, www.manoradventure.com?

Maybe have more photos/videos of activities

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Great - 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? Not really, but these were dealt with quickly

Standard of cleanliness / tidiness? (teacher & pupil) Good - no issue

Standard of Furnishing? Good - no issue

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - great food. When lunch is jacket potato, a lot of children didn't like it so having more options would be good

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? Would be good to give them a choice of sandwich filling

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Chris, Molly, Mattie, Jayden, Georgia, Reece, EL

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Zipwire, high elements, grass sledge, canoe/kayak

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

Abseil / high ropes stand up paddle board

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

Not really!