

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Really can't choose - It has been another fabulous stay.*

Which aspect of your stay was least enjoyed? *Going home ^{oo} we want to stay*

How do you rate the overall product on a value for money basis? *Wonderful - absolute value for money.*

Will you be considering a further visit with Manor Adventure? *Yes - we are going to try your Castle next.*

Have you any further general comments which you feel would be useful to us?
The other school was very large, which is no problem but it meant the staff room had no room for us. Could the bar be used?

Where did you hear of Manor Adventure? *Years ago - we always use you.*

What were the reasons for choosing Manor Adventure?
Value for money, good facilities and you never let us down.

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Day trips*

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?

I tell everyone about you!

Name: Name:
Address: Address:

Thank you x

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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: Abernankhake DATES: 11th - 15th October
NAME OF ACCOMMODATION: Third Floor

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?

Parents really appreciate the videos

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Very Good Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Very Good Teacher Accommodation: Very good apart from the bunk room - it needed a bit more to be a teacher room

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? Thank you so much for providing us with an office space. It is so appreciated 😊

Standard of cleanliness / tidiness? (teacher & pupil) Excellent - it

cannot be easy keeping this tidy with all the outdoor activities.

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Yes - we are all going home in bigger sized pants than we arrived in.

Was there enough to eat? Yes! Excellent

Was the food served promptly? Yes - and with smiles 😊

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Thank you so much - can't believe we have to go home and cook for ourselves!!!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

ALL of them. Your instructors are AMAZING! They are kind, patient, clear, motivating + wonderful

How do you rate the outdoor pursuits? Fantastic - we've

loved all of it!!

How do you rate the outdoor pursuit equipment? Fabulous

What were your pupil's favourite outdoor pursuits? They can't pick - they loved EVERYTHING.

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

Grass sledging

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

No - you are fab

* Just check milks in bedrooms - they were sour + lumpy 😊