

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: MANOR ADVENTURE DATES: 4.4.22 - 6.4.22

NAME OF ACCOMMODATION: ..

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? /

How professional was the Presentation Evening? /

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Good

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

Preview visit to the centre? -

### SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

### SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: OK

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: to be done Catering: to be done

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Good (both)

Standard of Furnishing? Good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

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? /

Any other comments? ..

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional: 10/10

Which Instructors were motivating / clear / enthusiastic?

All

How do you rate the outdoor pursuits? Good -

How do you rate the outdoor pursuit equipment? Good + safe

What were your pupil's favourite outdoor pursuits? Abseiling & climbing

(+ shooting)

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?

Water Provide me daily water facilities

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The whole experience*

Which aspect of your stay was least enjoyed? *—*

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

Will you be considering a further visit with Manor Adventure? *Yes (please)*

Have you any further general comments which you feel would be useful to us?  
*✓*

Where did you hear of Manor Adventure? *Visited twice previously*

What were the reasons for choosing Manor Adventure? *The range of activities offered, the friendly welcome, the expertise of the staff.*

Which centre did you visit last year? *Last visit to Abernant (2019)*

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

**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