

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: .....

NAME OF ACCOMMODATION: *1st floor of main house*

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?  
*No all necessary info included*

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? *—*

How did you rate our pre-visit administration?  
 Customer Services (Bookings, payments, support)? *Good communications*  
Operations (Rooming, outdoor pursuit programmes, support)? *—*  
Preview visit to the centre? *—*

### SECTION 2: Arrivals

General Welcome: *All good* Fire Drill: *good*  
Room Allocation: *good* Introductory Talk: *good*

### SECTION 3: Centre Facilities:

Pupil Accommodation: *good* Teacher Accommodation: *good*  
Washing & Toilet Facilities: *very clean* Cleanliness / Hygiene: *excellent*  
The Grounds: *Well maintained* Catering: *Very hearty/good choice*

Were there any accommodation problems? *None but some rooms had cold water at shower time*

Standard of cleanliness / tidiness? (teacher & pupil) *What you would expect.*

Standard of Furnishing? *Good for the experience.*

### SECTION 4: Meals

Were the meals of an adequate standard? *Meals excellent*

Was there enough to eat? *Absolutely*

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?  
*Yes very helpful all - really brilliant for those with disabilities and lacking in confidence.*

How do you rate the outdoor pursuits?  
*Very good - back up plan could be clearer to teachers from the start*

How do you rate the outdoor pursuit equipment?  
*Excellent*

What were your pupil's favourite outdoor pursuits?  
*All bar volleyball a little long 1 1/2 hrs*

Are there any new outdoor pursuits you would like Manor Adventure to offer?  
*— Obstacles and high ropes.*

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
*no.*



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Children having a safe place for children to enjoy new things.*

Which aspect of your stay was least enjoyed? *Cold showers for some.*

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

Will you be considering a further visit with Manor Adventure? *Yes definitely*

Have you any further general comments which you feel would be useful to us? *None*

Where did you hear of Manor Adventure? *Previous school staff/visits*

What were the reasons for choosing Manor Adventure? *Exciting and well run (safe and sensitive well trained staff)*

Which centre did you visit last year? *- none - lockdown -*

What other visits does your school organise? *A range*

**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**

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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