

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: DATES: 1st July 2022
NAME OF ACCOMMODATION: AREMNANT LAKE HOTEL

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?

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

include recommend directions for coaches as Sat Nav - doesn't send best way.

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk:

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 4

The Grounds: 2 Catering: 3

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil) Teacher rooms clean but disappointed with cleanliness in stairways and corridors

Standard of Furnishing? Tired. Wall paper falling off in some kids' room, issues with shower strength + temperature. Carpet gaps exposed in places but beds very squeaky.

SECTION 4: Meals

Were the meals of an adequate standard? Yes (However range and quality of vegetarian options wasn't comparable)

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? N/A

Any other comments? A member of staff had ~~some~~ mould on toast and a couple of hairs found in food

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

Ebony, Jones, Chris, Affie, Diana, Glynn, Rachel, Grace, Chloe

* - thanks for sporting school teacher on zip wire

How do you rate the outdoor pursuits? Great. Only issue Friday rifle shooting - as instructor thought shed too small for 15 chn, half were sent outside to sit around with nothing to do!

How do you rate the outdoor pursuit equipment? Good but not enough new groups have increased from 12 to 15 chn + staff

What were your pupil's favourite outdoor pursuits? Zip wire, water activities, low ropes, rifle shooting, climbing, abseiling, evening walk

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

giant swing

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

Smaller groups like we used to have

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great range of outdoor pursuits*

Which aspect of your stay was least enjoyed? *Large group size so less time on each activity. Shame no lake challenge this year.*

How do you rate the overall product on a value for money basis? *2 very good as activities are great*

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

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

Where did you hear of Manor Adventure? *Visited for many years*

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

Which centre did you visit last year? *None due to Covid*

What other visits does your school organise? *Lidington PCT for Y5*

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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COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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