

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* DATES: *15-17th May*

NAME OF ACCOMMODATION: *Bargain - Tented Village*

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?

More pictures/videos of each activity to help choose for visit

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

Did he provide a fair description of our centre and product? *Virtual*

How professional was the Presentation Evening? *Great*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *1*

Room Allocation: Introductory Talk: *3*

SECTION 3: Centre Facilities:

Pupil Accommodation: *3* Teacher Accommodation: *3*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *2*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *- Lights in children tents*

Sheltered area in the middle with tables and chairs

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? *2*

↓
Sole of tents not attached.
Cold at night.

SECTION 4: Meals

Were the meals of an adequate standard? *3*

Was there enough to eat? *Staff yes - pupil portions if they only chose 1 or 2 items*

Was the food served promptly? *1*

Were all dietary requirements catered for? *Excellent*

How do you rate the packed lunches? *N/A*

Any other comments? *Very accommodating for picky eaters
Timing of meals - felt rushed*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *3* Professional: *3*

Which Instructors were motivating / clear / enthusiastic?

Dylan, Sophie

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *2*

What were your pupil's favourite outdoor pursuits? *Climbing, juggling, boardjog*

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?

Here sitting / watching for pupils while they wait. / more staff to speed up process. Use teachers to support pupils in group.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least enjoyed? *Some activities were too long and dragged on. Last session - too much - children would prefer some 'free time' - chill out*
How do you rate the overall product on a value for money basis? *Good*

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

Have you any further general comments which you feel would be useful to us?
Less waiting for a turn when children are on activities
Aeroball
rifle shooting

Where did you hear of Manor Adventure? *Internet*

What were the reasons for choosing Manor Adventure? *Emphasis on quality of staff. However many were not enthusiastic, talkative with children.*

Which centre did you visit last year? *Llangrannog*

What other visits does your school organise?

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

manor adventure

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

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: Abernant DATES: 15/05/23 - 17/05/23
NAME OF ACCOMMODATION: Abernant Lakes 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? 2

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 - broken heater - stayed on in one room Teacher Accommodation: 1

Washing & Toilet Facilities: 5 - no soap Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1 - food was plentiful

Was the food served promptly? 1

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? N/A

Any other comments? The minced beef and onion pie was unpleasant!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

..... 1 - The trainers were largely very good ^{with the children.} I would suggest some basic autism awareness training could be useful though.

How do you rate the outdoor pursuits? 3 - the nature walk and the low ropes was very disappointing

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Canoeing

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?

The low ropes needs to be greatly improved, it does not last for a full session. The Nature Trail was terrible!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children approach activities they had never done before with confidence and enthusiasm.*

Which aspect of your stay was least enjoyed?

The nature trail.

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

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

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

*- Enlarge low ropes course - this does not last for a whole session!
- The nature trail was pointless - could it include pond dipping? It really was very poor!*

Where did you hear of Manor Adventure? *colleagues*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Dolygaer*

What other visits does your school organise?

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

manor adventure

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