

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: Sen PARTY LEADER: f
CENTRE: Abercrombie DATES: 30-31st NOV
NAME OF ACCOMMODATION: Abercrombie

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

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? N/A

How professional was the Presentation Evening? -

How did you rate our pre-visit administration? N/A

Customer Services (Bookings, payments, support)? -

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

Preview visit to the centre? -

SECTION 2: Arrivals

General Welcome: excellent (1) Fire Drill: excellent (1)

Room Allocation: " (1) Introductory Talk: " (1)

SECTION 3: Centre Facilities

Pupil Accommodation: ✓ (2) Teacher Accommodation: ✓ (1)

Washing & Toilet Facilities: ✓ (1) Cleanliness / Hygiene: ✓ (1)

The Grounds: Beautifully managed / kept

Were there any accommodation problems? No - any small issues, quickly resolved.

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

Standard of Furnishing? ✓ (1) - maybe some DWKO for squeaky bunk beds!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Brilliant. Chn loved the food - plenty of variety

Was there enough to eat? Yes. If chn needed more, they were happy to ask for more.

Was the food served promptly? Yes 100%

Were all dietary requirements catered for? Yes excellent esp for daughter child.

How do you rate the packed lunches? -

Any other comments? Catering staff were really patient with our new to English chn, kind to SEN pupils - fabulous. They were so helpful arranging for birthday cakes too - thank you.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes ✓

How do you rate the Centre Staff / Instructors? Helpful: 100% Professional: Very

Were the Instructors motivating / clear / enthusiastic? Instructors were totally engaged with chn, fun, professional + kept an excellent pace

How do you rate the outdoor pursuits? 10/10

How do you rate the outdoor pursuit equipment? 10/10

What were your pupil's favourite outdoor pursuits? Archery, paddleboarding, zipline fencing, 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? On abseiling, if child is obviously not going to go, would be good to just move on so other chn get another turn - many of ours it was their first opp to abseil, and needed another go.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *coffee machine! Instructors relationships with dm (less battles with each other this year + more focus on pace/dm)*

Which aspect of your stay was least enjoyed? *The children capsizing & teachers spotting each time - maybe more skills focus - slalom/races & not games as accidents not spotted*

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

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? *Huge difference this year in staff. Very instructor was brilliant 100%. Great engagement with the children and not just with each other.*

Where did you hear of Manor Adventure? *Visited 6 yrs*

What were the reasons for choosing Manor Adventure? *Different country, range of outdoor pursuits, countryside*

Which centre did you visit last year? *This one!*

What other visits does your school organise? *- no other outdoor pursuits*

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

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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



Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

