

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Balance of activity and free time was very good.*

Which aspect of your stay was least enjoyed? *Door noise! WDW on fire door/corridor doors would be appreciated.*

How do you rate the overall product on a value for money basis? *1*

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?
Having a floor plan of rooms/corridors would be useful when preparing teacher/pupil placement.

Where did you hear of Manor Adventure? *Head office - previously used Chateau Broutel.*

What were the reasons for choosing Manor Adventure? *Reliability / trust.*

Which centre did you visit last year? *Chateau Broutel*

What other visits does your school organise? *Residential, Expeditions, Music + Sports Tours.*

Thanks for a fantastic visit!

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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
 Telephone: 01584 861333 Website: www.manoradventure.com

School....

Date..... *3-7th June 24*

NAME	FORM SEEN	ACTION/COMMENTS
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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

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: *Abarant Lake* DATES: *3-7/6/24*
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

How could we improve our website, www.manoradventure.com ? *2*

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)? *1*

Operations (Rooming, outdoor pursuit programmes, support)? *1*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *2 - Unknown of expectations re volume*

Room Allocation: *2* Introductory Talk: *1* *e.g. silence expected?*

SECTION 3: Centre Facilities

Pupil Accommodation *2* Teacher Accommodation: *2 - soap would be useful*

Washing & Toilet Facilities: *3 - Hook for towels would be useful* Cleanliness / Hygiene: *1*

The Grounds: *1*

Were there any accommodation problems? *A couple of sink plug holes tricky for children to operate*

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

Standard of Furnishing? *1 - for price point*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *1*

Was there enough to eat? *1*

Was the food served promptly? *1*

Were all dietary requirements catered for? *1*

How do you rate the packed lunches? *1*

Any other comments? *Some pupils asked if there was a fruit salad / pasty breakfast option?*

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? *1*

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Were the Instructors motivating / clear / enthusiastic? *2*

How do you rate the outdoor pursuits? *2 - low ropes not as popular with our group*

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

What were your pupil's favourite outdoor pursuits? *Croze slacking, paddle boarding*

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

..... *Buggy building?*

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

..... *Changing area post water sports, as many were extremely cold whilst waiting for equipment cleanup.*