

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: 20/3 - 22/3  
NAME OF ACCOMMODATION: Manor Adventure

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? No improvement needed.

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? .....

Customer Services (Bookings, payments, support)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: 2 ..... Fire Drill: 1 .....

Room Allocation: 2 ..... Introductory Talk: 1 .....

### SECTION 3: Centre Facilities

Pupil Accommodation: 1 ..... Teacher Accommodation: 2 .....

Washing & Toilet Facilities: 1 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 2 .....

Were there any accommodation problems? Heating was hard to control

for too hot for teachers and kids.

Standard of cleanliness / tidiness? (teacher & pupil) 2 .....

Standard of Furnishing? 3 .....

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? All good!

Was there enough to eat? Plenty!

Was the food served promptly? Yes!

Were all dietary requirements catered for? We had no problems, thanks.

How do you rate the packed lunches? N/A

Any other comments? N/A

### 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: 1 ..... Professional: 2 .....

Were the Instructors motivating / clear / enthusiastic? most of them.

How do you rate the outdoor pursuits? most were good.

How do you rate the outdoor pursuit equipment? all good!

What were your pupil's favourite outdoor pursuits? lake activities and climbing.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Can't think of any - a good selection.

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

Building in time when wet/muddy activities fall before lunch/dinner so children have enough time to clean and change.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Range of activities*

Which aspect of your stay was least enjoyed? *transition between activities*

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

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

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

*We had a great stay. Perhaps an activity where all children are together in a big group.*

Where did you hear of Manor Adventure? *previously been*

What were the reasons for choosing Manor Adventure? *been for many years and always been reliable. Great communication from admin staff.*

Which centre did you visit last year? *Same site*

What other visits does your school organise? *N/A*

**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

