

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

SCHOOL: [redacted] PARTY LEADER: [redacted]
CENTRE: Manor Lube Hotel DATES: 17-21st June 2019
NAME OF ACCOMMODATION: Manor Lube

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? N/A

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

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 1 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? No

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

Standard of Furnishing? 3 - slightly dated

SECTION 4: Meals

Were the meals of an adequate standard? 2 - very good food all week

Was there enough to eat? 1 - plenty!

Was the food served promptly? 2

Were all dietary requirements catered for? 1 - Slightly all looked after

How do you rate the packed lunches? N/A

Any other comments? Food was excellent this year.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Tony, George, Scott were the standouts

How do you rate the outdoor pursuits? 3

How do you rate the outdoor pursuit equipment? 3

What were your pupil's favourite outdoor pursuits? Jack's Ladder, SUP, High ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer?
More advanced / longer high ropes course

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Too much time wasted during activities. Not enough time actually spent on activities.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Our day on the water.*

Which aspect of your stay was least enjoyed? *Time walked or too much U+S talking.*

How do you rate the overall product on a value for money basis? *3*

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?
It took on average about 45 minutes for the children to start most activities.

Operate a tuck shop rather than vending machines.

Where did you hear of Manor Adventure? *The school*

What were the reasons for choosing Manor Adventure? *Been going for many years.*

Which centre did you visit last year? *The same*

What other visits does your school organise? *Ski trip, football, cricket, netball, choir bus.*

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: *N/A* Name:

Address: Address:

manor adventure

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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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