

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: Aberrant Leader DATES: 13<sup>th</sup> - 15<sup>th</sup> May 2019

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

Did you find the brochure accurate and informative? Yes

How could we improve our website, [www.manoradventures.com](http://www.manoradventures.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?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

#### SECTION 2: Arrivals

General Welcome: Very Good Fire Drill: Clear

Room Allocation: Very Good Introductory Talk: Clear

#### SECTION 3: Centre Facilities:

Pupil Accommodation: V. Good Teacher Accommodation: V. Good

Washing & Toilet Facilities: No Soap/Liquid Soap Cleanliness / Hygiene: V. Good

The Grounds: Excellent Catering: V. Good

Were there any accommodation problems? Cold showers on 14<sup>th</sup> !!

Character building

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

Standard of Furnishing? Good

#### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? More than adequate

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? On time, plenty of food + good quality

#### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful:  Professional:

Which instructors were motivating / clear / enthusiastic?

All

How do you rate the outdoor pursuits? V. Good

How do you rate the outdoor pursuit equipment? V. Good

What were your pupil's favourite outdoor pursuits? Lake activities

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? .....

Which aspect of your stay was least enjoyed? .....

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?

*Thanks for an enjoyable stay once again.*

Where did you hear of Manor Adventure? *Repeat visitor.*

What were the reasons for choosing Manor Adventure? *Good value, great activities, safety.*

Which centre did you visit last year? *Same*

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**

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# manor adventure

## 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