

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: Adventure DATES: 20/05/19 - 22/05/19

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? ..... 1

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? ..... 3

How professional was the Presentation Evening? A little hurried.

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: ..... 1

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

**SECTION 3: Centre Facilities:**

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

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

The Grounds: ..... 1 Catering: ..... 1

Were there any accommodation problems? None

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

Standard of Furnishing? ..... 2 Some curtains weren't correctly attached in some of the boys rooms.

**SECTION 4: Meals**

Were the meals of an adequate standard? The food was very good. Plenty of choice and all allergies considered.

Was there enough to eat? Yes. Plenty.

Was the food served promptly? Yes.

Were all dietary requirements catered for? Yes. The chef came to speak to us on arrival with regards our diabetic pupil. Any help required would be available.

How do you rate the packed lunches? N/A.

Any other comments? .....

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

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic? Ⓞ Aaron led our abseiling. All instructions were both clear and enthusiastic. session on Tuesday. His encouragement, patience and care of the children was 1<sup>st</sup> class. I felt he went above and beyond expectations with some of our more nervous children.

How do you rate the outdoor pursuits? .....

How do you rate the outdoor pursuit equipment? 1. Good quality resources.

What were your pupil's favourite outdoor pursuits? The Rafting and water based activities.

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? The opportunity for people to have more than 1 zip at (Climbing/Abseiling/Zip) difficult I know due to our size and equipment. 2 dates a month.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The water based activities. The fun element and length of the activity. Mainland projects. Engagement.*

Which aspect of your stay was least enjoyed? *The Slud Trail. I think we would opt for the weekend course or high course before this next time.*

How do you rate the overall product on a value for money basis? *I think the cost reflects the level of training required by leaders and the general cost of running a centre of this size.*

Will you be considering a further visit with Manor Adventure? *Yes. We have already pre-booked for next year.*

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

Where did you hear of Manor Adventure? *From other schools.*

What were the reasons for choosing Manor Adventure? *The recommendation of other schools.*

Which centre did you visit last year? .....

What other visits does your school organise? *We do trips to London (to take in a show etc.)*

**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