

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: MANOR ADVENTURE DATES: 16.3.2000 - 20.3.2000

NAME OF ACCOMMODATION: THE LODGE

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](http://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? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? FINE / HELPFUL

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: GOOD  
AS A SCHOOL WE

Room Allocation: WOULD HAVE LIKED TO TELL THE CHILDREN Introductory Talk: INFORMATIVE

### SECTION 3: Centre Facilities:

Pupil Accommodation: LOTS OF DOORS BROKEN Teacher Accommodation: COLD  
DOOR HANDLES DON'T CLOSE PROPERLY

Washing & Toilet Facilities: LITTLE STELF IN BATHROOM WOULD BE HELPFUL Cleanliness / Hygiene: CLEANED BUT A SUPPOSEDLY DEEP PAIR OF SOCKS WAS FOUND IN A ROOM FROM PREVIOUS SCHOOL

The Grounds: LOVELY SETTING BUT SOME ACTIVITIES VERY TIRED LOOKING. ARCHERY WAS TOO WET! Catering: VERY GOOD

Were there any accommodation problems? ALL FINE, ROOM TEMPERATURE VERY COLD

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

Standard of Furnishing? TIRED, ANOTHER SOFA WOULD BE GOOD

#### SECTION 4: Meals

Were the meals of an adequate standard? CHILDREN WERE VERY IMPRESSED. SOME VEGE OPTIONS NOT VERY APPEALING

Was there enough to eat? MORE THAN!

Was the food served promptly? YES - WE WERE ONLY SCHOOL

Were all dietary requirements catered for? CHILDREN YES. TEACHER GIVEN SOMETHING HE WAS ALLERGIC TO.

How do you rate the packed lunches? N/A

Any other comments? ALL THE CATERING STAFF EXTREMELY HELPFUL + MADE US VERY WELCOME.

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

How do you rate the Centre Staff / Instructors?

Helpful: <sup>some</sup> 1  
some 2 Professional: .....

Which Instructors were motivating / clear / enthusiastic? JONNY EXCELLENT STUART FOR SOME GROUPS, HENRY FOR SOME GROUPS,

INDIA VERY PROFESSIONAL, INDIA VERY CLEAR & CALM. GENERALLY ALL STAFF VERY GOOD.

How do you rate the outdoor pursuits? THEY ARE AS GOOD AS THE INSTRUCTORS CAN MAKE THEM WITH THE EQUIPMENT THEY HAVE TO WORK WITH.

How do you rate the outdoor pursuit equipment? IN SOME CASES VERY TIRED. ESPECIALLY THE TWO OBSTACLE COURSES.

What were your pupil's favourite outdoor pursuits? HIGH ROPES, CANOES, BIKING, RIFLES

Are there any new outdoor pursuits you would like Manor Adventure to offer? PROPER BIKE TRACK OR RIDE

Do you have any suggestions on how we could improve our product or outdoor pursuits? RADICALLY UPDATE OBSTACLE COURSE, NEW PLACE TO COMPLETE ARCHERY & BETTER EQUIPMENT.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? WATCHING ALL OUR KIDS  
EXCEL

Which aspect of your stay was least enjoyed? NO WIFI, AS WE WANTED  
TO KEEP OUR PARENTS UP DATE IN CURRENT CLIMATE.

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?

Where did you hear of Manor Adventure? BEEN COMING HISTORICALLY  
EVERY 24 HOURS.

What were the reasons for choosing Manor Adventure? SAFETY + STAFF + LODGE

Which centre did you visit last year?

What other visits does your school organise? LOTS.

**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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