

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: Colmington Manor ✓ DATES: 16-19<sup>th</sup> June  
NAME OF ACCOMMODATION: Manor House

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? Gave all info it needed

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration? 1

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: 3 Teacher Accommodation: 4

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? Only a change for adult accommodation to a large room that smelt a little like wee

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

Standard of Furnishing? 2

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? The food was loved by all adults and children and there was so much choice. It's rare for a group of children to have no complaints at all!

### 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: 1

Were the Instructors motivating / clear / enthusiastic? 1

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Water based

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?  
No. The staff struck a really good balance of professionalism and friendliness.



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Water activities, food and relationships with all staff - particularly catering*

Which aspect of your stay was least enjoyed? *Trouble!*

How do you rate the overall product on a value for money basis? *10/10 for the weekend break*

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? *A couple of suggestions*

- 1) Closets in childrens rooms for helping time keeping.*
- 2) A whiteboard that teachers can write activities + times on with options for what clothing is needed - again to help children know what is needed when (same as is used for lunch menu)*

Where did you hear of Manor Adventure? *Email*

What were the reasons for choosing Manor Adventure? *Value for money - all in one place, good range of activities, ease of process for school staff*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Just Y6 residential*

**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? *N/A*

Name: ..... Name: .....

Address: ..... Address: .....



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# 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

