

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 Craven Tms DATES: 10th - 14th July
NAME OF ACCOMMODATION: Woodland Village

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? Didn't use it as have been before

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

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

How professional was the Presentation Evening?

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: ② Teacher Accommodation: ②

Washing & Toilet Facilities: ② Cleanliness / Hygiene: ②

The Grounds: ①

Were there any accommodation problems? Hoovers left in a couple of rooms when we arrived.

Standard of cleanliness / tidiness? (teacher & pupil) A couple of pupils ran out of toilet roll 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? Great choice of food even for fussy eaters. Great staff serving! Great fun! Plenty to eat; always hot and very accommodating! Thank you!

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

① YES!!!!!!! Skippy - Amazing! THANK YOU!!!

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Were the Instructors motivating / clear / enthusiastic? ① Can't name a favourite as all were wonderful.

How do you rate the outdoor pursuits? ①

How do you rate the outdoor pursuit equipment? ① More grass sledges & would help the flow of the session.

What were your pupil's favourite outdoor pursuits? Can't name them as all were favourites!

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

No with addition of aeroball + grass sledging its great

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? *Canoeing / Kayaking as we were all together!! All good - we've had a blast!*

Which aspect of your stay was least enjoyed? *Issue with one instructor - however this was handled brilliantly!*

How do you rate the overall product on a value for money basis? *(1) Great variety of activities / wonderful food - making memories!!*

Will you be considering a further visit with Manor Adventure? *I think it's already booked!!*

Have you any further general comments which you feel would be useful to us?
You have gone over and above for our exceptional circumstances! Your staff (and SLT) have been amazing. The level of care / thought & attention to detail has been phenomenal! ⚡

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Variety of activity - distance from school, Great experiences, previous visits.*

Which centre did you visit last year? *This one.*

What other visits does your school organise? *All local we do a one-night stay at a local centre - but not outdoor adventures. Do a one-day visit to outdoor centre - locally. ⚡ Your ability to be professional without singling out / making the child feel different from any other anyone else.*

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:
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Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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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

