

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: SHROPSHIRE DATES: 24th - 26th MAY 24
NAME OF ACCOMMODATION: THE MEWS

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 ?

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: Superb 1

Were there any accommodation problems? Sharp bits on bunk bed in M6

where railing had been Shower in M7 doesn't drain well

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

under bunks needs a clean

Standard of Furnishing? 1

squeaky door to rooms M3-6, just an issue at night if dealing with an unsettled child.
M6 door lock tricky

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Definitely, food has been very good.

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes above and beyond for one of our children.

How do you rate the packed lunches? n/a

Any other comments? Staff are superb. Children loved the food

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 Very Professional: 1 Very

Were the Instructors motivating / clear / enthusiastic? Yes, very

How do you rate the outdoor pursuits? Perfect for our children.

How do you rate the outdoor pursuit equipment? Great

What were your pupil's favourite outdoor pursuits? Zip wire. Enjoyed all activities

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

Great choice already

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

X

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All was excellent*

Which aspect of your stay was least enjoyed? *nothing*

How do you rate the overall product on a value for money basis? *Perfect cost to make trip accessible for ~~real~~ all children.*

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?
All staff have been fantastic, excellent manners and interaction with the children. Great balance of support + encouragement.

Where did you hear of Manor Adventure? *Been coming for years*

What were the reasons for choosing Manor Adventure? *Distance from home and the set up + activities.*

Which centre did you visit last year? *Shropshire*

What other visits does your school organise? *no other 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?

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

