

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 DATES: 28/06 - 30/06
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?

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

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

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? A broken lock but all resolved.

Standard of cleanliness / tidiness? (teacher & pupil) 2 - Could put bins in rooms

Standard of Furnishing? 3 - Could put sofa on the landing to help settle children at night.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes 2

Was there enough to eat? 2, Yes

Was the food served promptly? 2 Yes -> Amazing servers -> Super friendly and really made a great experience for pupils

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? NA

Any other comments? The staff who serve the food are an absolute credit to this organisation

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: 2 (Yes) Professional: 3 (depending on instructor)

Were the Instructors motivating / clear / enthusiastic? Some were, some seemed like they didn't want to be here.

How do you rate the outdoor pursuits? Brilliant (1)

How do you rate the outdoor pursuit equipment? (1)

What were your pupil's favourite outdoor pursuits? Rifles -> abseil -> kayak

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

Raft building?

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

Ensure all instructors are engaging and hype children up. Most are brilliant but some talk lots and lose children's engagement. Could get more toys if this improve

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities & very well organised*

Which aspect of your stay was least enjoyed? *Some instructors manner with some of the children*

How do you rate the overall product on a value for money basis? *Brilliant - we do love it here*

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?
Children had a great time - Thank you! We feel sorry for instructors living above students, maybe to help staff, have all their accommodation away from guests.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?
Great value for money, brilliant organisations with everything

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

What other visits does your school organise? *Yes and we are bringing more schools from the trust.*

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

