

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: ..... DATES: 4 - 6 MARCH 2022  
NAME OF ACCOMMODATION: .....

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? NO WE HAD TO CHANGE SOME SELECTED ACTIVITIES AS WE WERE TOLD THEY WERE PREMIUM ACTIVITIES.  
How could we improve our website, www.manoradventure.com? .....

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)? EXCELLENT

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

Preview visit to the centre? N/A.

### SECTION 2: Arrivals

General Welcome: EXCELLENT Fire Drill: EXCELLENT

Room Allocation: EXCELLENT Introductory Talk: EXCELLENT

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... Teacher Accommodation: .....

Washing & Toilet Facilities: ..... Cleanliness / Hygiene: .....

The Grounds: ..... Catering: .....

Were there any accommodation problems? WE HAD NOT BEEN TOLD ABOUT THE NO PI CHILDREN TO KING PILLOWS.

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

Standard of Furnishing? GOOD

### SECTION 4: Meals

Were the meals of an adequate standard? EXCELLENT

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? FRIENDLY STAFF

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: EXCELLENT Professional: EXCELLENT

Which Instructors were motivating / clear / enthusiastic?

EXCELLENT

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? HIGH ROPES, CRATES, STAND UP PADDLING

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

Do you have any suggestions on how we could improve our product or outdoor pursuits? NONE

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ... MAJORITY OF STAFF  
... FRIENDLY & FULLY SUPPORTED CHILDREN ...

Which aspect of your stay was least enjoyed? ... ONE FEMALE INSTRUCTOR  
... DID NOT SEEM TO KNOW THE CHILDREN OR THEIR  
NEEDS

How do you rate the overall product on a value for money basis? ... VERY GOOD

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? ... PREVIOUS VISITS

What were the reasons for choosing Manor Adventure? ... AVAILABILITY

Which centre did you visit last year? .....

What other visits does your school organise? .....

**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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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*



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France