

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: ..

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? *Yes - one of two kit lists does not mention pillow*

How could we improve our website, www.manoradventure.com?

*Welcome Video appreciated!*

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

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)? *2*

Operations (Rooming, outdoor pursuit programmes, support)? *2*

Preview visit to the centre? */ Been before*

### SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *3*

### SECTION 3: Centre Facilities:

Pupil Accommodation: *4* Teacher Accommodation: *1*

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *3 - soiled underwear found.*

The Grounds: *1* Catering: *1 for food/service 4 for dining area (too small)*

Were there any accommodation problems? ..

*Soiled underwear, bird dirt on mattress.*

Standard of cleanliness / tidiness? (teacher & pupil) *4*

Standard of Furnishing? *3*

### SECTION 4: 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? *Yes - children / staff very well catered for! :)*

How do you rate the packed lunches? */*

Any other comments? */*

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

*Ben (both), Scott, Jack, Nick*

How do you rate the outdoor pursuits? *1*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *High ropes, SUP, kayak, Aeroball*

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?

*Consider level of challenge owing to schools doing their own outdoor learning - some were too easy for P6/7 children*

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Noise level / biz of other schools*

How do you rate the overall product on a value for money basis? *Expensive but great experience*

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?

*Thank you for a superb week! :)*

Where did you hear of Manor Adventure? *Been coming since 2010*

What were the reasons for choosing Manor Adventure? *Previous positive experience - last visit was here (2018)*

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: */*



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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



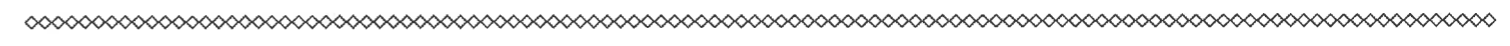
Aberhant Lake Hotel, Wales



Lockerbie Manor, Scotland

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