

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: Cockermouth DATES: 11th-13th Aug
NAME OF ACCOMMODATION: Pod Village 1

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? n/a

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? n/a

Customer Services (Bookings, payments, support)? 2

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

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: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? Girls shower broke but was fixed in the morning, Pod 16 door broke + broken on arrival (food on call)

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2 - Mattress weren't very comfortable, no pins in pupil cabins.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 4

Was there enough to eat? 3

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? some food was undercooked (chicken nuggets) or over cooked. Meal times too early for older group didn't do breakfast. Dinner too early ~~couldn't~~ had to buy supper.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? 1

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

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? R.F.I.s / Cratestack / water

Are there any new outdoor pursuits you would like Manor Adventure to offer? go karting, outdoor laserquest, dirt bikes.

Do you have any suggestions on how we could improve our product or outdoor pursuits? We missed out on 3 activities we booked zipline, bikes + aeroback let us know before so we can change to yr needs/wants

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Range flexibility of instructors*

Which aspect of your stay was least enjoyed? *No communal space @ pods not enough benches to sit when weather good, no marquee for rain.*

How do you rate the overall product on a value for money basis? *1*

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?

Catches at pod doors to keep open. I really liked Adam @ the water, Ben @ the rifles thought yr was 27, Sean kept people calm at absed.

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Range of activities local*

Which centre did you visit last year? *here*

What other visits does your school organise? *CAMPING, GAC*

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

