

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]
CENTRE: Hockley Manor DATES: 17th July - 19th July
NAME OF ACCOMMODATION: Manor

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

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? Didn't have one

How professional was the Presentation Evening? Didn't have one

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

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: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? One door handle fell off (students were re-roomed immediately) One shower needed fixing

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

Standard of Furnishing? 1 - Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Yes, food was delicious!

Was there enough to eat? Yes, there was always plenty to eat.

Was the food served promptly?

Were all dietary requirements catered for? Yes, we had a vegetarian & a very fussy eater & no issues at all.

How do you rate the packed lunches? Great, again plentiful and all dietary requirements catered for.

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All were good, however Joe went above & beyond when walking past + saw a student struggling with nerves on abseil.

How do you rate the outdoor pursuits? Great - students really enjoyed themselves.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Water sports

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?

- The zipwire activity didn't seem to need to be so long
- The survival session also seemed a bit too long - maybe

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it - particularly the staff*

Which aspect of your stay was least enjoyed? *None!*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *The school will - yes!*

Have you any further general comments which you feel would be useful to us?

Maybe a pool table or something along those lines for the communal area in the manor.

Where did you hear of Manor Adventure? *A colleague*

What were the reasons for choosing Manor Adventure? *Recommendation from a colleague*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *n/a*

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: *Amanda Laverick* Name:

Address: *Belmont Community* Address:

school

Durham

DH1 2QP

manor adventure

NIC 15 JULY 2019

manor adventure

COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



Culmington Manor, England



Abernant 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