

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: Manor Adventure DATES: 12th Feb - 14th Feb 2020
NAME OF ACCOMMODATION: Mallard & Teal

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?

Teacher access and activities / accommodation information

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

Did he provide a fair description of our centre and product? Yes.

How professional was the Presentation Evening? Yes.

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? good

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

Preview visit to the centre? N.A.

SECTION 2: Arrivals

General Welcome: good Fire Drill: good

Room Allocation: good Introductory Talk: good

SECTION 3: Centre Facilities:

Pupil Accommodation: v. good Teacher Accommodation: v. good

Washing & Toilet Facilities: good Cleanliness / Hygiene: good

The Grounds: good Catering: good

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) Could have been more cleaner around the beds, it was dusty

Standard of Furnishing? good

SECTION 4: Meals

Were the meals of an adequate standard? Yes.

Was there enough to eat? For Teachers yes - for children they were not allowed second helpings

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? _____

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: v. good Professional: v. good

Which Instructors were motivating / clear / enthusiastic?

Good

How do you rate the outdoor pursuits? Camp Craft and Survival skills could have been better.

How do you rate the outdoor pursuit equipment? good

What were your pupil's favourite outdoor pursuits? Kayaking, Canoeing and Raft building

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

Jacob's Ladder; Giant Swing, Zip-wire

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

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Survival shop rather than tuck shop.*

How do you rate the overall product on a value for money basis? *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? *Representative approached the school.*

What were the reasons for choosing Manor Adventure? *A Change + water sport activities.*

Which centre did you visit last year? *Kingwood - Isle of Wight.*

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? *N.A.*

Name:

Name:

Address:

Address:

manor adventure

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manor adventure

COURSE REPORT FORM

For



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