

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: North DATES: 7-9th July 21
NAME OF ACCOMMODATION: Teal 1 & 2

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

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Good ① Fire Drill: Good ①

Room Allocation: Good ① Introductory Talk: Good ①

SECTION 3: Centre Facilities:

Pupil Accommodation: ② Teacher Accommodation: ②

Washing & Toilet Facilities: ③ Cleanliness / Hygiene: ②

The Grounds: ① Catering: ①

Were there any accommodation problems? Hot water not working in Teal 2 - contacted reception, problem solved quickly.

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

Standard of Furnishing? good, beers in teacher rooms were a bit uncomfortable.

SECTION 4: Meals

Were the meals of an adequate standard? yes - catering staff were excellent - accommodated the children's likes/dislikes without complaint

Was there enough to eat? definitely! really full at every meal

Was the food served promptly? yes very

Were all dietary requirements catered for? yes - even "fussy" children

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: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

Alyssia, Kyle, Chris, Scott, Adam

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? slip, low ropes

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

abseiling

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

no

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *all of it - excellent staff, activities, nothing too much trouble for anyone we spoke to.*

Which aspect of your stay was least enjoyed? *wifi - very hit + miss - didn't work at all in Teal 1 & 2*

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? *Very safe & secure without a "prison" like feel. COVID adaptations have not spoilt our visit at all.*

Where did you hear of Manor Adventure? *word of mouth*

What were the reasons for choosing Manor Adventure? *recommendation, availability*

Which centre did you visit last year? *[handwritten mark]*

What other visits does your school organise? *Edale, London, Rand Farm.*

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

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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