

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Free time - a football or something would be helpful*

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

Will you be considering a further visit with Manor Adventure? *Yes will recommend for next academic year*

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

Some children are scared of the dark so automatic lights on the landing was problematic. House also had hand sanitiser so it could be provided however soap can't because of allergies. In this climate we feel soap should be provided.

Where did you hear of Manor Adventure? *he came last year*

What were the reasons for choosing Manor Adventure? *Cost effectiveness, travel time, range of activities available, friendly staff and instructors*

Which centre did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *General educational day trips (not with Manor Adventure)*

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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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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

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: *School* *Worselt Lakes* DATES: *11/10/21 - 15/10/21*

NAME OF ACCOMMODATION: *Kingfisher*

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? *2 - more activity info would be helpful*

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

COVID risk assessment would be helpful

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

Did he provide a fair description of our centre and product? *N/A*

How professional was the Presentation Evening? *N/A*

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? *N/A*

SECTION 2: Arrivals

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

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

SECTION 3: Centre Facilities:

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

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*

The Grounds: *2* Catering: *1*

Were there any accommodation problems? *We were upgraded to Kingfisher and really happy with our accommodation.*

Standard of cleanliness / tidiness? (teacher & pupil) *2*

Standard of Furnishing? *1*

SECTION 4: Meals

Were the meals of an adequate standard? *2*

Was there enough to eat? *1*

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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2 1* Professional: *2 2*

Which Instructors were motivating / clear / enthusiastic?

The children really responded to Chris Fox and Nathan

Adults found Elisa and Sarah very helpful

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *2 - torches (more would be helpful)*

What were your pupil's favourite outdoor pursuits? *GSUP, canoeing, fencing*

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?

Orienteering - during October the time of day and daylight didn't help the activity. We had children frightened of the dark and an incoming