

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The variety of activities on offer.*

Which aspect of your stay was least enjoyed?

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?
Tuck shop was really time consuming for staff. It would be good to have a physical shop even if we got one slot over the week to visit it.

Where did you hear of Manor Adventure? *School leadership team*

What were the reasons for choosing Manor Adventure? *Closer to school than previous trip to Isle of Wight.*

Which centre did you visit last year? *PGL Isle of Wight*

What other visits does your school organise? *This is only residential trip.*

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



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

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: 27/9/21 - 1/10/21

NAME OF ACCOMMODATION:

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?
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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: 3 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 4 doors + stairways need clean

The Grounds: 1 Catering: 2

Were there any accommodation problems? Several shower doors had to be fixed after coming off their runners.

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? 2 was really helpful that Ellie was able to get us a fridge in one of the staff rooms for medication.

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - A salad bar / selection of bread would be nice for those who don't like meal choices.

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes really good and info on allergens prior to visit for nervous parent

How do you rate the packed lunches? N/A

Any other comments? Children constantly moving around is an issue would be better to clear trays a table at a time when finished rather than individually.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2/5 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Peter, Nathan

How do you rate the outdoor pursuits? 1 especially the water sports

How do you rate the outdoor pursuit equipment? 1 more tent pegs for camp
craft would be brilliant

What were your pupil's favourite outdoor pursuits? paddle boarding / kayaking

Are there any new outdoor pursuits you would like Manor Adventure to offer? One more
Climbing activity eg. abseiling or trapez

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

Extra coaching on how to paddle before getting into water.