

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: Northolt Lakes

DATES: 30/5/22 - 1/6/2022

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? 1

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)? 1

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

Preview visit to the centre? didn't have one as previously visited.

SECTION 2: Arrivals

General Welcome: 1

Fire Drill: 2

Room Allocation: 3 - would prefer separate house for girls

Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2

Teacher Accommodation: 2

Washing & Toilet Facilities: 2

Cleanliness / Hygiene: 2

The Grounds: 2

Catering: 2

Were there any accommodation problems? Nones.

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes - 2.

Was there enough to eat? 3 - some students did request seconds - but no complaints of being hungry.

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? kitchen staff all very accommodating and extremely helpful - always greeted with a smile.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

1 - all instructors Amy, Kyle + Fox adapting to groups needs/abilities and students loved them.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? GSUP / Low ropes.

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The variety of activities we were able to do.*

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

How do you rate the overall product on a value for money basis? *1*

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?

Just a big thank you to all staff who have been very welcoming, flexible and fun. We can't thank them enough and look forward to next yr.

Where did you hear of Manor Adventure? *previous visit.*

What were the reasons for choosing Manor Adventure? *reputation, variety of activities, facilities provided.*

Which centre did you visit last year? *Norfolk Lakes (2019)*

What other visits does your school organise? *Activity days.*

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



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