

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: Worcester Lakes DATES: 29/6/22 - 1/7/22
NAME OF ACCOMMODATION: Mallard

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? 3

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

It says 'all our children's bedrooms are en suite (with the exception of one bedroom in Shropshire) however if you had a visit from one of our School Journey Advisors: this is not the case.

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 3 partly our fault as we arrived late (6pm). We were appreciative that you accommodated our late arrival. Fire Drill: 1

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3 lock in Mallard 2 downstairs toilet not fully working

The Grounds: 1 Catering: 2 partly on Mallard 4 or 5 (can't remember)

Were there any accommodation problems? See above re. lock of cats.

Mallard ground floor teacher rooms didn't have showers.

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

Standard of Furnishing? fine 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 2

Were all dietary requirements catered for? 2

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?

Joe - SUP & Raft building

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? SUP, raft building, canoeing, climbing, fences

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? *Children enjoyed the activities*

Which aspect of your stay was least enjoyed? *Being last for mealtimes - been plenty of food but no pudding at times. Other schools taking over the green areas outside*

How do you rate the overall product on a value for money basis? *3 accommodation*

Will you be considering a further visit with Manor Adventure? *Yes - We are booked for next year*

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

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Been before*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Eaton Vale*

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