

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: Norfolk ..... DATES: 3/10 - 7/10 .....

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)? .....

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

Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: ..... 1 Fire Drill: ..... 1

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: ..... 1 Catering: ..... 1

Were there any accommodation problems? ..... NO

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

Standard of Furnishing? ..... 1

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 1

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? ..... NA

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?  
.....

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? ..... kayak, Blind trail and climb

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? *Activities and food*

Which aspect of your stay was least enjoyed? *N/A*

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?

Where did you hear of Manor Adventure? *Previous trips*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *This one*

What other visits does your school organise?

**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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY

Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# 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

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 Lakes . . . . . DATES: 3-7 Oct 2022 . . . . .

NAME OF ACCOMMODATION: Grebe & Swan . . . . .

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? Yes . . . . .

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? N/A . . . . .

### SECTION 2: Arrivals

General Welcome: 1 . . . . . Fire Drill: 1 . . . . .

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: 2 . . . . .

Were there any accommodation problems? Not enough beds in one room but easy to resolve . . . . .

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

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? Only issue was the school not being quick enough when we were last sitting . . . . .

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 . . . . . Professional: 2 . . . . .

Which Instructors were motivating / clear / enthusiastic?

Most were . . . . .

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? paddle boarding . . . . .

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?

Timings - on one session it ended at 11am when it was a 12.15 end (double session).

**SECTION 6: Overall Assessment**

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

Which aspect of your stay was least enjoyed? *a couple of the instructors seemed a bit annoyed and like they didn't want to be here.*

How do you rate the overall product on a value for money basis? *2*

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?  
*Orientating in the dark with four groups led to silliness with our groups & some upset.*

Where did you hear of Manor Adventure? *google search*

What were the reasons for choosing Manor Adventure? *we used to go to Kingswood but had a bad experience so fancied a change*

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

What other visits does your school organise? *≡*

**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?

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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: Norfolk hales DATES: 5-7th October  
NAME OF ACCOMMODATION: Swan/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? yes

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

If you had a visit from one of our School Journey Advisors:  
Did he provide a fair description of our centre and product? Not this time but we are past

How professional was the Presentation Evening? - Great

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? - Very easy

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: Great ① Fire Drill: - yes

Room Allocation: Very organized Introductory Talk: yes - very informative

### SECTION 3: Centre Facilities:

Pupil Accommodation: Great ① Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: ①

The Grounds: ② Catering: ③ Excellent

Were there any accommodation problems? - any simple problems fixed very efficiently (light bulb etc...)

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

Standard of Furnishing? Excellent

### SECTION 4: Meals

Were the meals of an adequate standard? Excellent

Was there enough to eat? - Plenty and good choice

Was the food served promptly? - Very efficient

Were all dietary requirements catered for? - yes - Very accomodating

How do you rate the packed lunches? n/a.

Any other comments? - lovely staff, so friendly with Chu.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

- all - everyone has been great

How do you rate the outdoor pursuits? ① - The Chu enjoyed every session

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? - all water activities and caving

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? *- activities - the highly organized day - not a minute to spare!*

Which aspect of your stay was least enjoyed? *- nothing -*

How do you rate the overall product on a value for money basis? *Very good value - once in a lifetime experience for some chm.*

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?

*→ if possible no 'wet' activities Session 2 before an early lunch and departure  
→ more benches around lake.*

Where did you hear of Manor Adventure? *- been before*

What were the reasons for choosing Manor Adventure? *- proximity and facilities - quality of sessions*

Which centre did you visit last year? *June 2022*

What other visits does your school organise? *- no other residentials -*

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