

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: Nor. Lakes DATES: 30/5/23 - 1/6/23
NAME OF ACCOMMODATION: 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

How could we improve our website, www.manoradventure.com? Some pictures of the centre, activity areas would be handy for our group
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: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 2
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2
The Grounds: 2
Were there any accommodation problems? None
Standard of cleanliness / tidiness? (teacher & pupil) Teacher: 2, pupil: 3
Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Very good variety
Was there enough to eat? Yes
Was the food served promptly? Yes, food was served 30 mins early as we arrived before allocated time
Were all dietary requirements catered for? Yes, no issues
How do you rate the packed lunches? N/A
Any other comments? All kitchen/catering staff were extremely understanding + accommodating. Excellent service which made our meal times so much easier. Thank you.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes
How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1
Were the Instructors motivating / clear / enthusiastic? Very, all staff were accommodating to our group needs and flexible in what they could offer
How do you rate the outdoor pursuits? 2
How do you rate the outdoor pursuit equipment? 2
What were your pupil's favourite outdoor pursuits? Staff building / paddles board
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? None, we have some beach four times because of the fantastic opportunities for our young people.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *How the relaxed the trip was and how flexible and accommodating all staff members were.*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *Yes we would visit again next year and want to look at your French venues.*

Have you any further general comments which you feel would be useful to us?
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Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *previous trips.*

Which centre did you visit last year? *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?

Name:

Address:

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

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

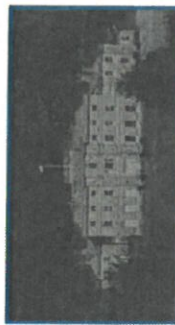
Willersley Castle, Peak District

Norfolk Lakes, Norwich

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

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

