

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: *Manor Adventure* PARTY LEADER: *Swan*
CENTRE: *Manor Lakes* DATES: *12.06/23 - 14/06/23*
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 more photos for accommodation page?*

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? *1*

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: *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: *3 - bigger communal area for clubs*

Were there any accommodation problems? *N/A*

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

Standard of Furnishing? *2*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *3*

Was there enough to eat? *5*

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? *Food was good. Some variety would be even better. Staff were excellent though. At times they ran out of certain food choices. Some children said they were still hungry.*

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? *1*

Helpful: *1* Professional: *1*

Were the Instructors motivating / clear / enthusiastic? *1 - great instructor*

who were supportive + motivating.

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *SUP, Climbing and*

carving.

Are there any new outdoor pursuits you would like Manor Adventure to offer? *1*

Do you have any suggestions on how we could improve our product or outdoor pursuits? *1*

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Afternoon on the lakes was excellent - going from raft building to SUP was brilliant!*

Which aspect of your stay was least enjoyed? *The food was ok, just brought home more of it and variety at your water centre.*

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 - taking new Y6 to Willersley Centre in Sept 24.*

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

Administration staff throughout correspondence have been excellent and had catered for all children + all dealt with parental queries professionally. Thank you.

Where did you hear of Manor Adventure? *George White Junior School.*

What were the reasons for choosing Manor Adventure? *Excellent instruction, value for money and always a great experience for Y6.*

Which centre did you visit last year? *Wales*

What other visits does your school organise? *Willersley castle*

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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

manor adventure

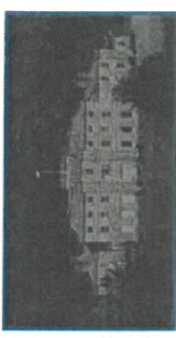
COURSE REPORT FORM

- 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