

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: NOBLE LAKE DATES: 9-12 MAY 2023
NAME OF ACCOMMODATION: TEA HUTS

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? Ah fine!

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? NA
How professional was the Presentation Evening? 2. Perhaps some more specific information
How did you rate our pre-visit administration? (maybe more specific to our group)
Customer Services (Bookings, payments, support)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? NA

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Toilet fair Teacher Accommodation: 1
Washing & Toilet Facilities: 2 not enough Cleanliness / Hygiene: would be helpful as less messy!
The Grounds: 1
Were there any accommodation problems? No
Standard of cleanliness / tidiness? (teacher & pupil) 1
Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1
Was there enough to eat? 1 Definitely!
Was the food served promptly? 1

Were all dietary requirements catered for? Yes and we were given specific items for one child who struggled. Thank you
How do you rate the packed lunches? 1

Any other comments? A salad bar for evening meals would be very welcome plus fruit available at all meals. We appreciate such details are expensive at the moment though.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Not sure!
How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1
Were the instructors motivating / clear / enthusiastic? 1 Definitely. Particularly impressed with their attention to medical needs of children.
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? G.S.U.P

Are there any new outdoor pursuits you would like Manor Adventure to offer? Zip wire, leap of faith
Do you have any suggestions on how we could improve our product or outdoor pursuits?
As we had looked at survivor skits at KAVOAC, they didn't do shelter building at survival skills so perhaps something else instead of that

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Variety of activities + beautiful sites*
 Which aspect of your stay was least enjoyed? *Staff were a bit busy with showers + SKY SUPER. Slip on behind vent as I guess didn't get long (no minutes!)*

How do you rate the overall product on a value for money basis? *1*
 Will you be considering a further visit with Manor Adventure? *Definitely*

Have you any further general comments which you feel would be useful to us?
We liked communal areas although separate areas for groups but annoying as to get from one other was a bit slow but a small inconvenience!
 Where did you hear of Manor Adventure? *Colleague whose daughter attended a centre*
 What were the reasons for choosing Manor Adventure?
Recommendation, variety of activities + venue

Which centre did you visit last year? *Kingswood, Craven*
 What other visits does your school organise?
Y5 UK Sat
The Manor Adventure France (not sure which centre though!)

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*

*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

