

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: Park Lakes DATES: 15.5.23-19.5.23
NAME OF ACCOMMODATION: 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

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

modernise the video

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

Room Allocation: 1

Fire Drill: 1

Introductory Talk: 1

Teacher Accommodation: 1

Cleanliness / Hygiene: 1

The Grounds: 3

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing?

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SECTION 4: Catering / Meals

Were the meals of an adequate standard?

Was there enough to eat?

Was the food served promptly?

Were all dietary requirements catered for?

How do you rate the packed lunches?

Any other comments?

Catering staff + Marg - were very helpful & friendly.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional:

Were the Instructors motivating / clear / enthusiastic?

How do you rate the outdoor pursuits?

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits?

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?

Offer staff opportunity to go out in canoes

Staff always offered opportunity to join

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Water activities

Which aspect of your stay was least enjoyed?

Wide games / team games a bit similar. - too much like being at school

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

Very good

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?

The campsite was great. In a Tuesday pm. Si, Dan plus Amelia? Perhaps warn schools to bring marshmallows.

Where did you hear of Manor Adventure?

Mrs Ashley

What were the reasons for choosing Manor Adventure?

Mrs A, been before.

Which centre did you visit last year?

- Norfolk.

What other visits does your school organise?

- Gilwell - Essex

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:

*manor
adventure*

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

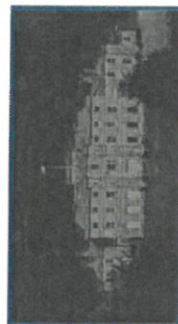
Abernant Lake Hotel, Wales

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