

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *A broad range of activities + friendly staff.*

Which aspect of your stay was least enjoyed? *weather a challenge for some so not a lot you can do about that.*

How do you rate the overall product on a value for money basis? *unsure of cost so unable to comment*

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?

*Very helpful in re-arranging activities in response to pupils difficulties with facing the low temperatures. Dining - on occasion not enough seats so needed to send boys out to canteen room*  
Where did you hear of Manor Adventure? *colleague talk*

What were the reasons for choosing Manor Adventure?

*Suitable for age group*

Which centre did you visit last year? *—*

What other visits does your school organise?

*JCA Year 3/4, Y6 + 8 outdoor trips, France - French/Latin Y7*

**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  
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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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: S .....

CENTRE: NORFOLK LAKES ..... DATES: 08-10 MARCH 2023 .....

NAME OF ACCOMMODATION: SLIPAN 1-5 .....

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? .....

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? N/A .....

How professional was the Presentation Evening? N/A .....

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: better ~~actual~~ alarm used <sup>CS</sup> .....

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: 3 ..... Catering: 2 .....

Were there any accommodation problems? one shower failed to .....

turn off in evening - v quickly sorted out .....

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

Standard of Furnishing? 1 .....

### SECTION 4: Meals

Were the meals of an adequate standard? Yes. Two vegetarian .....

options would be helpful and appreciated. .....

Was there enough to eat? 1 .....

Was the food served promptly? 1 - excellent idea for .....

allergy sufferers to queue separately. .....

Were all dietary requirements catered for? 1 .....

How do you rate the packed lunches? N/A .....

Any other comments? Catering staff friendly and .....

patient with the boys .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1 .....

Which Instructors were motivating / clear / enthusiastic?

Amelia, Eust, Scott, Dan .....

How do you rate the outdoor pursuits? 1. Survival can be a .....

slow activity if cold so back-up activity helpful. .....

How do you rate the outdoor pursuit equipment? All equipment new .....

fit for purpose. .....

What were your pupil's favourite outdoor pursuits? bouldering, canyoning .....

SUP (yes - despite snow!), jenga .....

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

There is a good mix. .....

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

- No thank you .....