

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *They really have loved everything!*

Which aspect of your stay was least enjoyed? *The scavenger hunt was one one the children said was a bit boring.*

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

Will you be considering a further visit with Manor Adventure? *already booked LOL!*

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? *Internet search*

What were the reasons for choosing Manor Adventure? *We wanted to find somewhere different (had done a FSC for 13 years) that offered more adventures activities*

Which centre did you visit last year? *Nettlecombe Court (FSC)*

What other visits does your school organise? *Yr 6 = Conover
Yr 7 = Isle of Wight
Yr 8 = France*

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

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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

* The only thing I would say is that I didn't know there was an extra charge for crate stacking + high ropes - with such a large group this was too much - extra for us and I would have avoided mentioning it to the children if I knew earlier!

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: Norfolk Lakes DATES: 13-17th March

NAME OF ACCOMMODATION: Sittens & Mallard

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? yes

How could we improve our website, www.manoradventure.com?
floor plans of the accommodation would be useful

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product? yes*

How professional was the Presentation Evening? Excellent

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? Excellent

SECTION 2: Arrivals

General Welcome: fantastic Fire Drill: ok

Room Allocation: good Introductory Talk: excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: perfect Teacher Accommodation: fabulous

Washing & Toilet Facilities: good Cleanliness / Hygiene: good

The Grounds: excellent Catering: fantastic

Were there any accommodation problems? none

Standard of cleanliness / tidiness? (teacher & pupil) good

Standard of Furnishing? Some of the teacher sofa's are a bit ropey and would have been nice to have basic crockery + glasses in kitchen.

SECTION 4: Meals

Were the meals of an adequate standard? They were excellent

Was there enough to eat? Yes - lots had seconds

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? Didn't have these

Any other comments? The kitchen staff were really lovely - particularly the catering manager - she was fabulous!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: PERFECT Professional: PERFECT

Which Instructors were motivating / clear / enthusiastic?
CHLOE, KIAL, MORGAN, DAN, FOX, MICHAEL, ELLIOT, RACHEL, TAYLOR, AMY

How do you rate the outdoor pursuits? fantastic - one children have sham great resilience and loved it

How do you rate the outdoor pursuit equipment? all good

What were your pupil's favourite outdoor pursuits? low ropes, kayaking, obstacle course and raft building + GSUB

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?