

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: DATES: 18-21 September 2023
NAME OF ACCOMMODATION: Kingfisher & 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? ...N/A

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

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? 2

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2

Room Allocation: 2

Fire Drill: 2

Introductory Talk: 3

Teacher Accommodation: 2

Cleanliness / Hygiene: 3

The Grounds: 2

Were there any accommodation problems? Placement of fire alarms or

sensitivity should be revised after instruction

Standard of cleanliness / tidiness? (teacher & pupil) Teacher: early evening - no turn-down

Standard of Furnishing? Could do with a mattress in both teacher & pupil

bedrooms. yep, not just bedrooms

* windows & floor covered in dust

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - more vegetable options

Would be better & salad bar in the evenings

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Good vegetarian options

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? Professional: 3

Were the Instructors motivating / clear / enthusiastic? Not all - a couple of the

Instructors were excellent though!

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Paddleboarding & High ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer? Water / inflatable obstacle / assault course

Do you have any suggestions on how we could improve our product or outdoor pursuits? mentioned last year - double sessions are too long, pupils less interest & instructors can't maintain enthusiasm / run out of games

Currently short staffed due to sickness and absence

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Team building activities*

Which aspect of your stay was least enjoyed? *Double water sessions*

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

..... *Thank you very accommodating & relaxed*

Where did you hear of Manor Adventure? *Google*

What were the reasons for choosing Manor Adventure? ... *Previous experience*

Which centre did you visit last year? ... *Norfolk Lakes*

What other visits does your school organise?

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

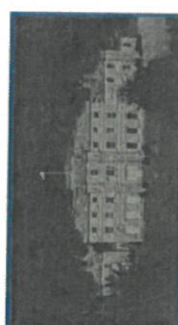
Willersley Castle, Peak District

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