

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: Nogalk Lakes DATES: 2nd - 6th October
NAME OF ACCOMMODATION: Swan and 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? List of available activities / new activities

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)? 3 - slightly slower than previous visits

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 - By Amy Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1 - By Amy

SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? None

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

Standard of Furnishing? Definitely appropriate for requirements

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - this was outstanding catering staff very accommodating for ASD pupil.

How do you rate the packed lunches? N/A

Any other comments? Some more vegetables would be a good idea - this is from staff and our pupils

SECTION 5: Centre Staff & Outdoor Pursuits

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

Was pointed out by Amy during welcome talk.

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the instructors motivating / clear / enthusiastic? 2 - Yes the vast majority

How do you rate the outdoor pursuits? Of a very high standard.

How do you rate the outdoor pursuit equipment? 1 - Evident lots of new equipment has been purchased

What were your pupil's favourite outdoor pursuits? Standup Paddleboarding, axe-throwing, kayaking and canoeing

Are there any new outdoor pursuits you would like Manor Adventure to offer? Absailing and a Zip-wire

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

No - keep everything up!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything was enjoyable*

Which aspect of your stay was least enjoyed? *Nothing!*

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

Will you be considering a further visit with Manor Adventure? *Yes! Already booked for 2024*

Have you any further general comments which you feel would be useful to us? *No*

Where did you hear of Manor Adventure? *Parents visit*

What were the reasons for choosing Manor Adventure? *Reputation and personal experience*

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

What other visits does your school organise? *General educational trips*

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: _____
Name: _____ Address: _____
Name: _____ Address: _____

*manor
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

*manor
adventure* Completed.

**COURSE
REPORT FORM**

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

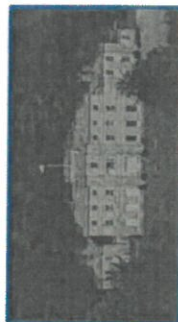
Willersley Castle, Peak District

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