

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: Mangrove Lakes, Northcote DATES: 6.12.23 → 8.12.23
NAME OF ACCOMMODATION: Shan + Kingsfisher

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:
Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening? NO CONCERNS

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? N/A
we were able to change an activity with no issues

SECTION 2: Arrivals
General Welcome: 1 Fire Drill: 1
Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities
Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1 - safe contained, easy to move around

Were there any accommodation problems? Only concern is that the patio doors can be opened from outside
Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES - 2

Was there enough to eat? YES - Especially at breakfast

Was the food served promptly? YES

Were all dietary requirements catered for? YES - Very impressed with longtable system and having separate side to queue

How do you rate the packed lunches? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

Did the read of Centre / Chief instructor make themselves known to you during your visit? NOT THAT WE CAN REMEMBER BUT I WILL WANT AN ISSUE AT THE MEETING MET BY INSTRUCTORS AND EVERYTHING SEEMED OK

How do you rate the Centre Staff / Instructors? Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? NO CONCERNS

What were your pupil's favourite outdoor pursuits? SAVING, CANOEING, PINE TRAPPING

Are there any new outdoor pursuits you would like Manor Adventure to offer? ZIPWIRE, LEAP OF FAITH, WATER OBSTACLE COURSE

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities being things never done before*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *Very good however the time of year ensured this*

Will you be considering a further visit with Manor Adventure? *Yes - Pre booked for 2024 and 2025*

Have you any further general comments which you feel would be useful to us? *This is my first visit as a school and we are recommending to others in education*

Where did you hear of Manor Adventure? *Head of School researched*

What were the reasons for choosing Manor Adventure? *Distance from Harlow, opportunities for water activities, cost,*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Day educational visits*

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
Telephone: 01584 861333 Website: www.manoradventure.com

*manor
adventure*

**COURSE
REPORT FORM**

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

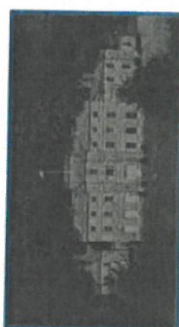
Abernant Lake Hotel, Wales

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



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: 4/12 - 8/12
NAME OF ACCOMMODATION: Bittern

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? 1

any follow up questions were answered

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? 1

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

Adam was incredibly helpful!

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: # 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 2 same staff not very welcoming to children

Were all dietary requirements catered for? 2

How do you rate the packed lunches? N/A

Any other comments? No

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?

Helpful: 1 Professional: 1

Were the instructors motivating / clear / enthusiastic? 1 best staff were

climbing instructor, Issie was hard to hear

How do you rate the outdoor pursuits? 1

and not very motivating

children enjoyed them all

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? paddle boarding, climbing, fencing

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

There is a good range

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

No was all really well planned staff

were mostly great with all chn even with

SEND

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All activities were brilliant but everyone loved the camp fire.*

Which aspect of your stay was least enjoyed? *Name*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *1*

Have you any further general comments which you feel would be useful to us?
Adam, Charlie, Dylan, Sam and I were all fantastic and made our experience enjoyable. They have great rapport with children and make everyone feel safe and comfortable. ^{previous} visit

What were the reasons for choosing Manor Adventure? *P previous visit*

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

What other visits does your school organise?
Name

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: *N/A* Name:

Address: Address:



manor adventure

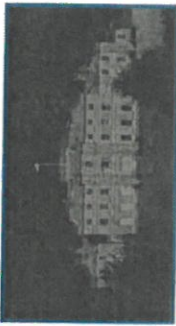
COURSE REPORT FORM

- for
- Culmington Manor, Shropshire
- Lockerbie Manor, Scotland
- Abernant Lake Hotel, Wales
- Willersley Castle, Peak District
- Norfolk Lakes, Norwich

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SCHOOL: .. PARTY LEADER:
CENTRE: Norfolk Lakes DATES: 4/8/12 - 6/12
NAME OF ACCOMMODATION: 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? None

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

Did he provide a fair description of our centre and product? Yes ①

How professional was the Presentation Evening? Very ①

How did you rate our pre-visit administration? Very good ①

Customer Services (Bookings, payments, support)? Very good ①

Operations (Rooming, outdoor pursuit programmes, support)? ①

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: ① Fire Drill: ②

Room Allocation: ③ would have Introductory Talk: ①

wheel separate teacher rooms (not shared)

SECTION 3: Centre Facilities

Pupil Accommodation ① Teacher Accommodation: ③ See above

Washing & Toilet Facilities: ① Cleanliness / Hygiene: ①

The Grounds: ①

Were there any accommodation problems? N.o.

Standard of cleanliness / tidiness? (teacher & pupil) ①

Standard of Furnishing? ①

SECTION 4: Catering / Meals

Were the meals of an adequate standard? ①

Was there enough to eat? ①

Was the food served promptly? ①

Were all dietary requirements catered for? ①

How do you rate the packed lunches? N/A

Any other comments? Very good and accommodating for allergies

SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors? ①

Helpful: ① Professional: ①

Were the Instructors motivating / clear / enthusiastic? Very - we enjoyed all sessions

How do you rate the outdoor pursuits? ①

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? canoeing and SUP even in cold

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? No.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities - they loved them all*

Which aspect of your stay was least enjoyed? *teachers shared rooms*

How do you rate the overall product on a value for money basis? *1*

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? *No*

Where did you hear of Manor Adventure? *Email to Head I think*

What were the reasons for choosing Manor Adventure? *cost - cheap for yr 5 to go for a short trip*

Which centre did you visit last year? *None*

What other visits does your school organise? *PGL in summer*

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?

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Lockerbie Manor, Scotland

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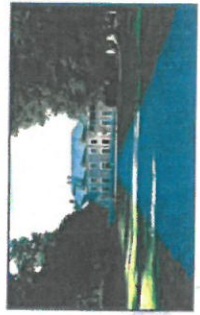
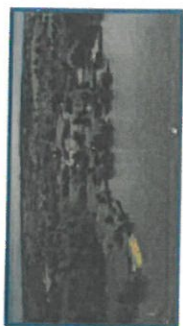
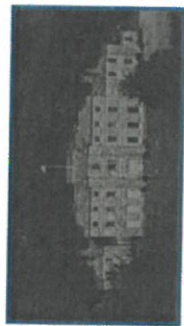
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Norfolk Lakes, Norwich

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of the activities.*

Camp fire was lovely with whole group together.

Which aspect of your stay was least enjoyed? *The weather!*

How do you rate the overall product on a value for money basis? *1.*

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 temperature in the Green Room games room
Very cold.*

Where did you hear of Manor Adventure? *Headteacher - passed on information*

What were the reasons for choosing Manor Adventure?

Headteacher recommendation - Price (Bargin Special)

Which centre did you visit last year? *None.*

What other visits does your school organise? *(4 Residential)*

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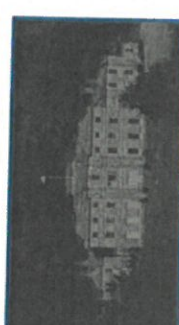
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