

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [redacted] PARTY LEADER: \_\_\_\_\_  
CENTRE: North Lakes DATES: 8-12 May 2011  
NAME OF ACCOMMODATION: Swan 1 & 4

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?  
Very good

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)? 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

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? Minor (light bulb/to but dealt with promptly when reported)

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

Standard of Furnishing? Very good

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes Very good and seemed healthier than previous years

Was there enough to eat? Yes

Was the food served promptly? Yes, always & nice & hot

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Very accommodating for fussy eaters who didn't want anything from the menu

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Callum, Lydia, Aaron, Ellie, Fox, Dan F, Paige, Alicia, Daniel F, Izzy, Sam

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? Enjoyed it all

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

Zip wire, roller skating, seg way or bikes

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

It's all lovely

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of eat*

Which aspect of your stay was least enjoyed? *leaving in (pupils)*

How do you rate the overall product on a value for money basis? *parents have commented on the high cost & therefore not all pupils able to come*

Will you be considering a further visit with Manor Adventure? *Yes (Sept)*

Have you any further general comments which you feel would be useful to us?  
*Children enjoyed seeing the nature as well and the instructors provided info as we saw them, & talked about their habitats*

Where did you hear of Manor Adventure? *Website*

What were the reasons for choosing Manor Adventure? *Previous place had made an error with booking & Manor was a quick replacement (This was 3 yrs ago & glad they messed up!)*

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

What other visits does your school organise? *local trips for the day*

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 Fax: 01584 861367 www.manoradventure.com

# 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