

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: [REDACTED]
CENTRE: Manor DATES: 5-7th June 2019
NAME OF ACCOMMODATION: Teal 1-5 Mallard 6

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
Our 3RD YEAR SO WE HAVE HAD ALL INFO

Did you find the brochure accurate and informative? ALL INFO

How could we improve our website, www.manoradventure.com?

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

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?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

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: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No, our accommodation was very good!

Standard of cleanliness / tidiness? (teacher & pupil) Rooms were all clean and tidy in arrival

Standard of Furnishing? Very good

SECTION 4: Meals

Were the meals of an adequate standard? Yes the children were all happy with the food.

Was there enough to eat? Yes

Was the food served promptly? Yes. There was some waiting just over time slot but it was not a problem.

Were all dietary requirements catered for? Yes - very well

How do you rate the packed lunches? N/A

Any other comments? Thank you for catering so well for our dietary requirements

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Yes we had a very good experience with all instructors.

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? CSUP, ^{canoeing}rafting, canoeing & kayaking were all enjoyed.

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The girls had excellent activities and they enjoyed the free time too.*

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

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

There are a good range of activities and safety is very good

Will you be considering a further visit with Manor Adventure? *Yes - we are booked for next year*

Yes - we are booked for next year

Have you any further general comments which you feel would be useful to us?

-> Some activities we have not had for the last 2 years even though we have a cave g. caving. We have enjoyed the alternative ones but we would like to see a know how.

Where did you hear of Manor Adventure? *Reviews visits we would get first choice as we have*

What were the reasons for choosing Manor Adventure? *Water activities, quality of accommodation and safety.*

Which centre did you visit last year? *Norfolk School also need to France*

What other visits does your school organise? *French Manor Adventure, Celtic Harmony, Hurdall Park*

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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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

returned yearly and sent the activity requests immediately this year. Also film night on Thurs would be good we have had wed last 2 years.