

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: NORFOLK DATES: 5.6.19 - 7.6.19

NAME OF ACCOMMODATION: MALLARD

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 - I only joined the school a few weeks ago so am unable to comment on

Did you find the brochure accurate and informative? this section up to date!

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: 2

Room Allocation: 3 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 2

Were there any accommodation problems? Soft close fire doors - many loud slams and concerns about safety.

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes, very good

Was there enough to eat? Yes, brilliant choices for breakfast

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? It would have been useful to know the meal choices earlier in the day.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? 2 - Very helpful and professional whenever we had any queries

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

Mostly, yes, Jess and Davina particularly good

How do you rate the outdoor pursuits? Water Sports - 1

How do you rate the outdoor pursuit equipment? 2 - Apart from broken tent on camp craft.

What were your pupil's favourite outdoor pursuits? Water sports - Blind trail, giant paddle boarding, raft building

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

Camp Craft - Very basic content

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Watersports, food*

Which aspect of your stay was least enjoyed? *Camp Craft*

Manor Olympics

How do you rate the overall product on a value for money basis? *3*

Will you be considering a further visit with Manor Adventure? *Yes, we would consider it.*

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

Where did you hear of Manor Adventure? *We are local to that area*

What were the reasons for choosing Manor Adventure? *Headteacher visited open evening*

Which centre did you visit last year? *Kingswood, Eaton Vale*

What other visits does your school organise? *These are currently being decided in line with our new curriculum*

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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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Aberllynach 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