

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: NORKOLE LAKES DATES: 20/21 May
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

Did you find the brochure accurate and informative? YES

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? YES

How professional was the Presentation Evening? VERY

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? GOOD

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

Preview visit to the centre? Good

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 3

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 2

The Grounds: 3 Catering: 3

Were there any accommodation problems? Would have preferred all staff to have ensured rooms

Standard of cleanliness / tidiness? (teacher & pupil)

All rooms clean + ready

Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 1

Were all dietary requirements catered for? 2

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott / Lydia / Colton / Dan I

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? Water based (stand up paddle boarding / canoeing)

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

Go karting / abseiling / quad bikes

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? *Great range of well organised activities*

Which aspect of your stay was least enjoyed? *Some more equipment to use during 'downtime' would be great to keep them occupied*

How do you rate the overall product on a value for money basis? *Great - really flexible after he'd been let down.*

Will you be considering a further visit with Manor Adventure? *Yes - see you in November*

Have you any further general comments which you feel would be useful to us? *The children really enjoyed the break, it was well organised and great staff. Thanks for all your effort and help*

Where did you hear of Manor Adventure? *Contacted due to liquidation of another company*

What were the reasons for choosing Manor Adventure? *Location, choice of activity*

Which centre did you visit last year? *Swanage*

What other visits does your school organise? *Local 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: 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