

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 Lakes DATES: 9<sup>th</sup> - 13<sup>th</sup> Sept  
NAME OF ACCOMMODATION: Teal (Kingfisher 1 temp)

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? ..... 1

How could we improve our website, www.manoradventure.com?  
Did not really use website

If you had a visit from one of our School Journey Advisors: offered but  
Did he provide a fair description of our centre and product? could not account  
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: ..... 2  
Room Allocation: ..... 1 Introductory Talk: ..... 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 1 \* (star) \*\*\*\*\*  
Washing & Toilet Facilities: ..... 2 Cleanliness / Hygiene: ..... 1  
The Grounds: ..... 1 Catering: OFF THE SCALE!!!  
Were there any accommodation problems? Yes but resolved within minutes  
Standard of cleanliness / tidiness? (teacher & pupil) Excellent  
Standard of Furnishing? Excellent

### SECTION 4: Meals

Were the meals of an adequate standard? The variety was great.  
Ingredients were of high quality  
Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Above and beyond.  
Your catering staff are approachable and caring  
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?  
All instructors were the above - Particular standouts were Army, Ellie, Will, Dave, Dan - - - - - We lot really!

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? Kayak, rafting, standup boards

Are there any new outdoor pursuits you would like Manor Adventure to offer?  
Zip wire over the lake - you could do it!

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
Don't become too corporate

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

*There is a long list; Paramount is the exceptional quality and empathy of your catering staff, quality accommodation, great instructor and super location*

Which aspect of your stay was least enjoyed?

*There is only one. Tuckshop is a nightmare!!*

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

*Good value for money*

Will you be considering a further visit with Manor Adventure?

*Yes. Can we talk??*

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

*The site has a family feel about it which makes the children and adults comfortable. Staff should be congratulated on their enthusiasm we feel the senior leadership team have a good underst*

Where did you hear of Manor Adventure?

*at what maybe a good team*

What were the reasons for choosing Manor Adventure?

*Close proximity, varied activities, no M25, Flexibility*

Which centre did you visit last year?

*Kingswood, Isle of Wight*

What other visits does your school organise?

*Only this one at present*

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:

[Redacted]

Name:

[Redacted]

Address:

[Redacted]

Address:

[Redacted]

manor adventure

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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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