

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 LANES DATES: 13/9 16/9

NAME OF ACCOMMODATION: .....

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Did you find the brochure accurate and informative? 3 when booking brochure was a little out of date

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

Website is ok, has all info needed

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 good/professional

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: Very Good Fire Drill: well explained

Room Allocation: Good Introductory Talk: Good

### SECTION 3: Centre Facilities:

Pupil Accommodation: Very Good Teacher Accommodation: Very Good

Washing & Toilet Facilities: Very Good Cleanliness / Hygiene: Very Good

The Grounds: Very Good Catering: Good

Were there any accommodation problems? Some locks on doors didn't work, some doors do not shut easily

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

Very Good

Standard of Furnishing? Very Good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? plenty of food to eat

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? N/A

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... Professional: .....

Which Instructors were motivating / clear / enthusiastic?

John, Lydia, Shawn, Darius, Dave, Ellie, William

How do you rate the outdoor pursuits? Very Good

How do you rate the outdoor pursuit equipment? Very Good

What were your pupil's favourite outdoor pursuits? canoe board

sailing

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

Zip wire

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? *Water sports*

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

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

Will you be considering a further visit with Manor Adventure? *yes*

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

*Zip wire would be good. Mugs in staff accommodati  
on site tuck shop where children can buy their  
own tuck. Some instructors didn't appear to know of some Stages*

*see below* Where did you hear of Manor Adventure? *went to Lower Arms for  
20+ yrs tried this centre following  
a temporary PGL trip*

What were the reasons for choosing Manor Adventure?  
*Health + Safety organisation much better than  
any other company used - attention to detail*

Which centre did you visit last year? *PGL Windmill Hill*

What other visits does your school organise?  
*N/A*

*\* consistency with instructors sessions - some electric  
SECTION 7 seem to have as much knowledge as others*

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