

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: ... PARTY LEADER:

CENTRE: Manor Adventure DATES: 12-14 Feb 2020

NAME OF ACCOMMODATION: Abbeville Lake House

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?

Maybe extra video footage of other activities (e.g. shooting, lake challenge)

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? Good - maybe next time I'd request it near the date of residential

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? N/A

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Good Catering: Good

Were there any accommodation problems? No

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

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Good variety and tasty selection. Chef able to accommodate our 'fussy' eaters

Was there enough to eat? Yes - children able to go for seconds once all fed.

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - one of our children has nut allergy and parents was contacted directly by chef to remove them

How do you rate the packed lunches? N/A

Any other comments?

Helpful: Yes Professional: Yes

Which Instructors were motivating / clear / enthusiastic?

Yes - children enjoyed playing Master In game and listened to direct assembly - Good demonstrating skills

How do you rate the outdoor pursuits? Very good - range of activities to suit all abilities of children

How do you rate the outdoor pursuit equipment? Very good - tutor's helping loan equipment / nothing as needed

What were your pupil's favourite outdoor pursuits? Canoeing, wall, rock climbing, paint and ball games

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

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

Provide more water proof clothing for Kayaking (children own waterproofs see them).

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Cake challenges*

Which aspect of your stay was least enjoyed? *Kayaking (got wet)*

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

Will you be considering a further visit with Manor Adventure? *Yes, but probably*

in spring / Summer visit next time

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

Where did you hear of Manor Adventure? *Colleagues at another school*

What were the reasons for choosing Manor Adventure? *Variety of activities*

giving children opportunities they hadn't had before

Which centre did you visit last year? *—*

What other visits does your school organise? *Morgan Park Field Study*

Centre, North Park Talbot

Wood Centre, Cardiff Bay

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



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