

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: Manorant Lake DATES: 17th - 21st June 2024
NAME OF ACCOMMODATION: Tented village

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

How could we improve our website, www.manoradventure.com? There weren't any pictures of the tents other than one quick clip on the video - this would be helpful to prep the children.
If you had a visit from one of our School Journey Advisors: N/A

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? Yes - very helpful and informative
1. Centre staff were very accommodating.

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No - everything was to a good standard.

Standard of cleanliness / tidiness? (teacher & pupil) Really appreciated the fact the teacher tents were tidied in the day.

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - the range, quality and quantity was brilliant. I've never been to a centre with so much variety.

Was there enough to eat?

Yes! We're going to struggle to fit into work clothes next week.

Was the food served promptly? Yes and a special mention must go to the incredibly friendly and helpful catering staff.

Were all dietary requirements catered for? Yes and nothing seemed too much trouble.

How do you rate the packed lunches? N/A

Any other comments? The catering staff were wonderful! So smiley, friendly and accommodating! Thank you.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? There was a variety in the engagement and clarity of some instructors. Some like Afi and Sam and Clarissa were brilliant while other seemed a bit bored at
How do you rate the outdoor pursuits? time, with some activities.

1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? All the water based activities and the zipwire / climbing.

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? I think the £5 surcharge for activities like high ropes + Jacob's ladder is a little unfair. The families pay a lot of money for a residential and we wouldn't / didn't feel comfortable asking for more money. I've not known another centre charge and

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the pupils push themselves out of their comfort zone and bond. They've laughed so much!*

Which aspect of your stay was least enjoyed? *The midgies!*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Yes although we've benefitted from the reduced bus costs as it is our first visit and we do have to factor in costs for parents. This is a significant factor in us*

Have you any further general comments which you feel would be useful to us? *choosing a centre. It would be helpful to have a dry room per school as it would be easier for organisation and keeping track of our school's stuff.*

Where did you hear of Manor Adventure? *Internet search.*

What were the reasons for choosing Manor Adventure? *Range of activities, quality of ~~trip~~ pre-trip visit, cost, and we look for centres that are further afield and offer challenge.*

Which centre did you visit last year? *Longstun Outdoor Education Centre.*

What other visits does your school organise? *Yr 5 residential to a local centre and regular wider curriculum 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:



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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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



Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

