

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities were fun and inclusive*

Which aspect of your stay was least enjoyed? *Weather!! Kit drying room lacked heating facilities so kit was still wet!*

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

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?

Other schools need to take responsibility for their own pupils as they were not interested in behaviour and staff were more interested in sitting in teachers lounge. They lacked control
Where did you hear of Manor Adventure? *during the night!*

What were the reasons for choosing Manor Adventure? *Activity range and price*

Which centre did you visit last year? *Talybent*

What other visits does your school organise?

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



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

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: DATES: 11 - 13th Nov 2019

NAME OF ACCOMMODATION: Abernaut Lakes

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?
..... N/A

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 informative

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 2
Operations (Rooming, outdoor pursuit programmes, support)? 2
Preview visit to the centre? 2

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2
Washing & Toilet Facilities: 2 Cleanliness / Hygiene:
The Grounds: 1 Catering: 1

Were there any accommodation problems? Room 204 no heating. Only resolved on 2nd night by using portable heating.

Standard of cleanliness / tidiness? (teacher & pupil) 2
.....
Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard? (1) however limited vegetarian options

Was there enough to eat? yes - plentiful!

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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
Staff were friendly and enthusiastic with pupils & encouraged participation

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? not enough equipment for 12 pupils in archery (wrist guards) and fencing

What were your pupil's favourite outdoor pursuits?

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?