

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

SCHOOL:¹ PARTY LEADER:
CENTRE: Ademat Lake DATES: 7-11 in Oct 2019
NAME OF ACCOMMODATION: 1st floor

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?

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

If you had a visit from one of our School Journey Advisors: No

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)? 2

Preview visit to the centre? Didn't need one

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Really good

Standard of Furnishing? Really good

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? —

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?

Johnny | Ewan | Aaron | Tony | Sam |
Ben | Sarah | Tasha | James | Louis

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

Lau rope lights not working at night.

What were your pupil's favourite outdoor pursuits? Canoe | Kayak |

Stand up paddle board.

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?

Adapt activities when the children have to wait - as they struggle / lose interest when waiting for others.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water activities*

Coffee machine for staff

Which aspect of your stay was least enjoyed? *Staff/adults wanted*

to join in but were not asked/catered for / or we discouraged from joining in.

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?

The staff make effort to get to know all children + their needs. High levels of safety + behaviour expectations

Where did you hear of Manor Adventure? *Used previous years*

What were the reasons for choosing Manor Adventure? *previous experiences*

were positive

Which centre did you visit last year? *Abernant Lake*

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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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