

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*

DATES: *9-14/2/2020*

NAME OF ACCOMMODATION: *WOODLAND 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

Did you find the brochure accurate and informative? *Yes*

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

No

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? *N/A*

How professional was the Presentation Evening? *N/A*

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? *1*

SECTION 2: Arrivals

General Welcome: *3* Fire Drill: *3* *Bit rushed, kids told more than us on walk around.*

Room Allocation: *1* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1*

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *W18 - Shower ~~problems~~*

~~problems~~ leaves through door at the bottom.

Standard of cleanliness / tidiness? (teacher & pupil) *fine considering the*

conditions!

Standard of Furnishing? *No problems*

Duvets a bit small for taller adults

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*

* *Hot drinks for staff at breakfast difficult*

How do you rate the packed lunches? *N/A*

Any other comments? *No*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

↳ Could push those 'doubters' a little more.

How do you rate the outdoor pursuits? *2 - Question some of the procedures in relation to water sports.*

How do you rate the outdoor pursuit equipment? *2 - But benches/table needed at every activity to help with meds.*

What were your pupil's favourite outdoor pursuits? *Full mix. Hill Walk?*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *No.*

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

Allow staff to participate in ^{all} activities.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Range of activities -
Activities at night*

Which aspect of your stay was least enjoyed? *Time waiting before
Water activities - No Change area at Pond.*

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?

- Sending children back ~~to~~ alone could cause problems - especially in dark*
- Shoes/hygiene at meal time - ^{Getting dirty hands whilst taking shoes} shoes then no hand wash facility*

Where did you hear of Manor Adventure? *Google*

What were the reasons for choosing Manor Adventure? *Change and it
looked good.*

Which centre did you visit last year? *P.C.L. B/park*

What other visits does your school organise? *None - but some for
Yc 4 being discussed*

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