

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: DATES: 7-10 May 24
NAME OF ACCOMMODATION: The Lodge

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? didn't use

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?

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? N/A

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? -shower/door but fixed overnight

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing?

Need sanitary bins in toilets → Y5 had several students and also staff Squeaky doors could do with an oil!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes quite stodgy but good range + choice + met dietary needs

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? Fine

Any other comments? The tray system sucks. It is slow + non-sensical. Trays often dirty.

The girls found the tray man grumpy + intimidating. Some reported bad language. If you sort the system he can be happy!

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? High Ropes, zip line, archery, obstacle course, aeroball

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

Lots of choices already

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

It's been really slick, instructors fab.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Freedom + safety of sight*

Which aspect of your stay was least enjoyed? *Meal times - from the aspect of being pushed through timing wise - cramped*

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?
Can we do a continuity day full day then Bristol Hill visit - kids were exhausted - might make easier for energy levels?

Where did you hear of Manor Adventure? *Coming for a number of years*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise?
Woodrow - Y3, Cuffley Camp Y4, New Quay Y6

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?

Fab members of staff the girls
Name: *Cheri, Katie, Mimi, Shai^{kinsi} lady, Bailey, Dave*

My loved:
Address: *Janie, Nathaniel*

Janie, Nathaniel



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

