

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: CHEMINATION DATES: 1 - 5th JULY
NAME OF ACCOMMODATION: MEWS

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

ADULTS KIDS

Did you find the brochure accurate and informative? Didn't see prior to stay.

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

Site is good

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Adults - good

SECTION 3: Centre Facilities:

Pupil Accommodation: Acceptable Teacher Accommodation: Good

* Washing & Toilet Facilities: Adequate Cleanliness / Hygiene: Very good

The Grounds: Very nice, well kept & tended Catering: Very good breakfast. Good mix time of choice

Were there any accommodation problems? Toilets, doors didn't lock/shut. Smell

Standard of cleanliness / tidiness? (teacher & pupil) T - very good standard
P - They were clean but looked very tired looking

Standard of Furnishing? Basic but okay as above - tired looking

* One toilet kept blocking in girls toilet Another leaks

SECTION 4: Meals

Were the meals of an adequate standard? Yes. Very good and lots of it. (Pupil: It was very tasty).

Was there enough to eat? There was lots to eat.

Was the food served promptly? They were very efficient in serving.

Were all dietary requirements catered for? There were options for everyone.

How do you rate the packed lunches? Not had one when completing form.

Any other comments? Pupils felt the food was better than school, very friendly, efficient and carefully.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 5/5 Professional: 5/5

Instructors were very friendly.

Which Instructors were motivating / clear / enthusiastic? James was very caring. Ross was very clear - quiet but great with the pupils. Chris was very enthusiastic.

Travis was fun & Henry was a star!

How do you rate the outdoor pursuits? Activities were good, taken seriously & fun.

How do you rate the outdoor pursuit equipment? Equipment was fine but not enough i.e. helmets for fencing, rifles, kit was tired looking.

What were your pupil's favourite outdoor pursuits?

Rifle shooting, archery, abseil, climbing maze.

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

Zip wire (was being maintained)

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

Buy new kit and more of it.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities were great
the grounds were fantastic.*

Which aspect of your stay was least enjoyed? *Accommodation a 'journey' (for us).*

How do you rate the overall product on a value for money basis? *4/5*

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?
mentioned earlier but it's about the kit

Vending machines took money

Where did you hear of Manor Adventure? *Other staff members.*

What were the reasons for choosing Manor Adventure?
Activities, site, previous experiences.

Which centre did you visit last year? *Aylmerton in Norfolk.*

What other visits does your school organise?
(crossed out)

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