

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: 13/5/19 → 17/5/19

NAME OF ACCOMMODATION: Pod Village 2

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? 1

How could we improve our website, www.manoradventure.com?
Clear website that can be seen on a mobile device

If you had a visit from one of our School Journey Advisors: We did not have a visit
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: 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 Catering: 1

Were there any accommodation problems?

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

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? 1 Quality of the meals was very high

Was there enough to eat? 5 Should be a difference between adult and child portions and organise left overs/seconds in a fairer way so all schools get the opportunity

Was the food served promptly? Excellent

Were all dietary requirements catered for? Excellent

How do you rate the packed lunches?

Any other comments? I would revisit the organisation of the BBQ for next time

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? Natalie was fantastic when one of our kids was unwell in the night.
Chris was available, clear and helpful. He engaged well with the kids particularly one child. Jess was really enthusiastic and supportive. Jess & Cat had great energy. Kate & Gemma were super with the children.

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Paddle boarding and all the water sports, as well as the abseiling.

Are there any new outdoor pursuits you would like Manor Adventure to offer? The high ropes and the blind trail

Do you have any suggestions on how we could improve our product or outdoor pursuits? Consideration given to weather when advising on clothing and consistency from staff

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the whole package, was fantastic. The structure made it run smoothly.*

Which aspect of your stay was least enjoyed? *the BBQ*

How do you rate the overall product on a value for money basis? *I think its great value for money.*

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?

*More variety of equipment to use in free time.
Culmston could use a more softer approach allowing for childrens emotional needs and less sarcasm and more positive praise in order to build more positive relationships with the children.*

Where did you hear of Manor Adventure? *with the children.*

What were the reasons for choosing Manor Adventure?

Good experience in the past and good reputation.

Which centre did you visit last year? *Lockerbie Manor.*

What other visits does your school organise? *Kindergarten and Fardel Beavers*
fixs

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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WIC 13 MAY 2019

manor adventure

COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



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