

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: Norfolk DATES: 16/1/19  
NAME OF ACCOMMODATION: Grebe / Swan / Ottern?

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?

Information specific to each site - photos of activities on site, info on disabled provision

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

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 (Sue - superb!)

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? -

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

### 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 hot water in Teal 2 (down stairs); unclean wash basins; unclean toilet

Standard of cleanliness / tidiness? (teacher & pupil)

Some bedding not overly clean, bath tub a little grubby

Standard of Furnishing

Fine

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - did run out of chicken one night but need better than year!

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - superbly!

How do you rate the packed lunches? -

Any other comments? Service from Kitcher staff was outstanding! V. friendly and patient

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which instructors were motivating / clear / enthusiastic?

Blie - so patient with children; Paige - really good with ASD pupils. Colleen great as usual! Lydia really helpful. Sarah really friendly.

How do you rate the outdoor pursuits? Really good - children had a great time

How do you rate the outdoor pursuit equipment? Really good - v. safe and well maintained

What were your pupil's favourite outdoor pursuits? Cat Watergates! Climbing

Are there any new outdoor pursuits you would like Manor Adventure to offer? Zip wire! Abseiling wall! Discs!

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
Keep the price down!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children enjoy themselves / challenging themselves*  
Which aspect of your stay was least enjoyed? *—*

How do you rate the overall product on a value for money basis? *OK but we feel any further price increase could mean re-evaluating the trip*  
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?  
*Intercom for gate for teachers to get in and out. Staff on reception. Tuck shop system really didn't work for a large group.*  
Where did you hear of Manor Adventure? *Been coming for 17 yrs!*  
What were the reasons for choosing Manor Adventure? *Kids really enjoy outdoor activities - new challenges for children*  
Which centre did you visit last year? *N.L.*  
What other visits does your school organise? *Y6 - Isle of Wight; Y7 - Wales Y8 - France*

SECTION 7

*group.*

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? *No.*

Name: ..... Name: .....  
Address: ..... Address: .....

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# 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