

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: Warblak Lakes DATES: 21-10-19 - 25-10-19
NAME OF ACCOMMODATION: Kingsfisher

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?
N/A

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? 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 Catering: 1

Were there any accommodation problems? On arrival due to refit one block had no heating, but was fixed once it was reported

Standard of cleanliness / tidiness? (teacher & pupil) Good - There were a lot of flies in teacher accommodation

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1 - excellent meals with great choice

Was there enough to eat? 1 - definitely

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Catering staff went out of their way to encourage children to eat if they were fussy

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Excellent instructors who encouraged the children

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? Kayak, low ropes, GUS & GUP, Olympics and games

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Next year is booked*

Have you any further general comments which you feel would be useful to us?
We love this centre, very professionally run with great instructors who are always encouraging no matter the children!

Where did you hear of Manor Adventure? *This is our 3rd year*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *This one*

What other visits does your school organise? *Kinghood but only 2 nights*

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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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