

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: Abernant DATES: 3rd - 7th Feb 2020
NAME OF ACCOMMODATION: Abernant Hotel

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? N/A

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

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)? /

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

Preview visit to the centre? /

SECTION 2: Arrivals with kids and!

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes

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? N/A

Any other comments? Loved the food.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? (depends on instructor)

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

..... Max - Morgan, Tony, Euan,

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Stand up paddle boarding

..... Zip wires, blind trail

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

..... None

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

..... Winter season, more instructors on water based activity, smaller groups - so cold.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

All of it, whole experience, independence

Which aspect of your stay was least enjoyed?

Nature walk, inconsistency with identical sessions, obstacle course, ratios, activities finish 10 minutes earlier than they should

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

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?

We would just like to say we are all really really really enjoy our time here. The centre is well situated and all the needs for the kids. The majority of the instructors

Where did you hear of Manor Adventure?

Been for 14 years. Ireland tested

What were the reasons for choosing Manor Adventure?

Really enjoy the experience, good overall experience

Which centre did you visit last year?

Abernant

What other visits does your school organise?

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:

Address:



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

Thank you!

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