

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: 12-13th Feb, 2020 .....  
NAME OF ACCOMMODATION: ABERNANT LAKE 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? ..... 1 .....

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

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 .....

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

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? NONE .....

Standard of cleanliness / tidiness? (teacher & pupil) ..... 1 .....

Standard of Furnishing? ..... 1 .....

### SECTION 4: Meals

Were the meals of an adequate standard? ..... 1 .....

Was there enough to eat? ..... 1 .....

Was the food served promptly? ..... 1 ..... Well organised system .....

Were all dietary requirements catered for? ..... 1 .....

How do you rate the packed lunches? ..... / .....

Any other comments? Nice selection .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1 .....

Which Instructors were motivating / clear / enthusiastic?

All .....

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? Thoroughly enjoyed all

as the pupils selected the activities they wanted to take .....

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

quad biking, bikes .....

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? *Well trained staff taking responsibility for the pupils during the sessions.*

Which aspect of your stay was least enjoyed? *Communal areas are cold downstairs.*

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

Will you be considering a further visit with Manor Adventure? *Definitely!*

Have you any further general comments which you feel would be useful to us?

*With the rooms available downstairs, would be an idea to have a projector and screen to show a DVD before bed (room for each school who wish to update).*

Where did you hear of Manor Adventure? *We have visited many times.*

What were the reasons for choosing Manor Adventure? *Past experience.*

*Flexibility in allowing us to have a one night stay into two full*

*days of activities and food. Would most definitely request this arrangement again, as it was so successful.*

Which centre did you visit last year? *ppurbaunt*

What other visits does your school organise? *Hangraing (Udd),*

*Cardiff (Udd), Wimbleton / Snow Centre Skiing, tennis, Henel Hempstead.*

**SECTION 7**

*We had a wonderful time. Thank you very much.*

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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# 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