

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: Llanmetha Wells Abertawe DATES: 12/02 - 14/02/2020
NAME OF ACCOMMODATION:

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?
.....

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

General Welcome: GREAT Fire Drill: ✓ very organised
Room Allocation: ✓ GREAT Introductory Talk: GREAT

SECTION 3: Centre Facilities:

Pupil Accommodation: ✓ GOOD Teacher Accommodation: ✓ GOOD
Washing & Toilet Facilities: ✓ GOOD Cleanliness / Hygiene: Excellent
The Grounds: ✓ GOOD Catering: ✓ GOOD PLENTY OF CHOICE
Were there any accommodation problems? NO

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

Standard of Furnishing? ✓ GOOD

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? ✓

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: ✓ GOOD

Which Instructors were motivating / clear / enthusiastic?

Avon - Excellent 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?

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? *Various activities*

Which aspect of your stay was least enjoyed?

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

Excellent

Will you be considering a further visit with Manor Adventure?

Yes - we come every year

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

Where did you hear of Manor Adventure? *We have visited every year for the past 5/6 years*

What were the reasons for choosing Manor Adventure?

The opportunities that the children get. Learning different skills.

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Hanginging trip for Y6 pupils*

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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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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