

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: 4-6.3.20
NAME OF ACCOMMODATION: Manor Adventure

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? Yes

How professional was the Presentation Evening? Very good

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? Very good

Preview visit to the centre? No

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Very good

Room Allocation: " Introductory Talk: "

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? 1 mattress had a bloodstain mark

Standard of cleanliness / tidiness? (teacher & pupil) Clear and

rooms warm

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Absolutely, very good and plenty of choice

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - very

accommodating to all needs

How do you rate the packed lunches?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

Yes

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? Very good - maybe suggest wetsuits to pupil in water activities

What were your pupil's favourite outdoor pursuits? Paddleboards, Zip wire walk, abseiling

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? *Outdoor activities -*

Which aspect of your stay was least enjoyed? *Camp Craft skills and some team-bonding activities*

How do you rate the overall product on a value for money basis? *Excellent 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?
Thank you for a most enjoyable residential we will be back

Where did you hear of Manor Adventure? *From a headteacher*

What were the reasons for choosing Manor Adventure?
Different location to previous residentials - highly recommended by others

Which centre did you visit last year? _____

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: Name:

Address: Address:



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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