

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: *Manor Adventure* DATES: *16-18 March 2020*
NAME OF ACCOMMODATION: *Abernart Lake*

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?

Was easily Managable - picture of road entrance could be useful

If you had a visit from one of our School Journey Advisors:

N/A 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)? *Excellent (1)*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent (1)*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *3 - not clear in places*

Room Allocation: *2* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *No*

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

Standard of Furnishing? *2*

SECTION 4: Meals

Were the meals of an adequate standard? *1 excellent standard*

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? *All the kids ate food so really happy*

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 amazing

How do you rate the outdoor pursuits? *1 Kids loved everything*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *Crate Stack, abseiling & climbing*

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

horse riding

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

Adding kids common room

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it*

Which aspect of your stay was least enjoyed? *the weather! not even this put them off.*

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

Very good - as we were a smaller group things were ideal for an issue

Will you be considering a further visit with Manor Adventure?

Yes, would like to make it an annual visit.

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

Could add a facility for filling water bottles &

Some where kids can remove muddy clothes

Where did you hear of Manor Adventure? *John Weston Careers Wales*

What were the reasons for choosing Manor Adventure? *Self confidence & independence skills*

Which centre did you visit last year? *N/A*

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:

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