

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: Abernaut DATES: 25-29th March
NAME OF ACCOMMODATION: Abernaut 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

How could we improve our website, www.manoradventure.com? 2

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? 1

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

Were there any accommodation problems? Tap not working, but this was fixed the next day.

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes, lovely - Thank-you.

Was there enough to eat? Yes, more-yes.

Was the food served promptly? Yes, Thank-you.

Were all dietary requirements catered for? Yes, this was fantastic!

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

Any other comments? The food was fantastic and the kitchen staff were brilliant as usual.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: Mostly Professional: Mostly

Were the Instructors motivating / clear / enthusiastic? APB With the children + the man on the zipwire + he was in the feeling

How do you rate the outdoor pursuits? very good - depending on who/how is running them.

How do you rate the outdoor pursuit equipment? very good.

What were your pupil's favourite outdoor pursuits? SUP, canoeing, abseiling, fencing, rifles, i.e.s, obstacles

Are there any new outdoor pursuits you would like Manor Adventure to offer? A giant hide and seek / It's a knock out type game!

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

The centre is great, who/how they're run, it's about charisma.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the food and all of it!*

Which aspect of your stay was least enjoyed? *Downtime just because there's not much to do to keep the kids occupied.*

How do you rate the overall product on a value for money basis? *very good.*

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?

Where did you hear of Manor Adventure? *Been before (15+ years of coming).*

What were the reasons for choosing Manor Adventure? *History of learning and it really is great.*

Which centre did you visit last year? *This one.*

What other visits does your school organise? *not many - like skills (events).*

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:

Thank you.

*manor
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

