

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: 15-17 APRIL 24  
NAME OF ACCOMMODATION: ROOMS 101-109

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? ..... NO COMMENT

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

Did he provide a fair description of our centre and product? ..... N/A

How professional was the Presentation Evening? ..... N/A

How did you rate our pre-visit administration? ..... EXCELLENT - VERY HELPFUL

Customer Services (Bookings, payments, support)? ..... 1

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

Preview visit to the centre? ..... N/A

### SECTION 2: Arrivals

General Welcome: ..... 1 Fire Drill: ..... 1

Room Allocation: ..... 1 Introductory Talk: ..... 1

### SECTION 3: Centre Facilities

Pupil Accommodation ..... 2 Teacher Accommodation: ..... 1

Washing & Toilet Facilities: ..... 1 Cleanliness / Hygiene: ..... 1

The Grounds: ..... 1

Were there any accommodation problems? ..... SQUEEKY BUNK BEDS

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

Standard of Furnishing? ..... 1

### SECTION 4: Catering / Meals

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

..... FOOD WAS OUTSTANDING - CATERING MANAGER VERY HELPFUL

Was there enough to eat? ..... PLENTY OF CHOICE AND GOOD

..... PORTION SIZES

Was the food served promptly? ..... YES

Were all dietary requirements catered for? ..... STAFF WENT ABOVE AND

..... BEYOND FOR FUSSY EATERS

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

Any other comments? ..... THANK YOU TO ALL THE CATERING

..... TEAM

### SECTION 5: Centre Staff & Outdoor Pursuits

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

..... YES, HAD A GOOD CHAT

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 EXCELLENT Professional: ..... 1 - EXCELLENT

Were the Instructors motivating / clear / enthusiastic? ..... YES, REALLY GOOD

..... WITH THE CHILDREN

How do you rate the outdoor pursuits?

How do you rate the outdoor pursuit equipment? ..... ZIPWIRE, KAYAKING/CANOEING

..... AEROBALL

What were your pupil's favourite outdoor pursuits? ..... EQUIPMENT WAS OF VERY GOOD QUALITY & CONDITION

..... TRAPEZE, MOUNTAIN BIKING, JACOB'S LADDER

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

..... NO COMMENT

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

..... NO COMMENT

School

Date 15<sup>th</sup>-17<sup>th</sup> April 24

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ALL ASPECTS WERE FANTASTIC

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

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

Where did you hear of Manor Adventure? VISITED BEFORE

What were the reasons for choosing Manor Adventure? EN-SUITE BEDROOMS FOR PUPILS

Which centre did you visit last year? PGL TREGOYD HOUSE (PLEASE DON'T JUDGE!)

What other visits does your school organise? WANT A 2-YEAR CYCLE 1-ACTIVITY BASED, 1-SIGHT SEEING - LONDON AS Y5&Y6 COME WITH US.

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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Table with 3 columns: NAME, FORM SEEN, ACTION/COMMENTS



- 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

