

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: DATES: 17th - 19th April
NAME OF ACCOMMODATION: Abemant Lakes

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? More videos of the activities?

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

Did he provide a fair description of our centre and product? Excellent ✓

How professional was the Presentation Evening? ✓

How did you rate our pre-visit administration? Excellent

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: " Introductory Talk: "

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? No

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

Standard of Furnishing? A bedsheet and clock in rooms would help

SECTION 4: Catering / 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

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: Very Professional: Very

Were the Instructors motivating / clear / enthusiastic? Very - great with the children

How do you rate the outdoor pursuits? Good! Children have enjoyed trying a variety of new things

How do you rate the outdoor pursuit equipment? Brilliant however given waterproof outfits would help when activities are extremely muddy

What were your pupil's favourite outdoor pursuits?

A mixture - paddleboarding, kayaking + climbing

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

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

A warmer dry room as clothes weren't dry, specialist equipment eg wetsuit, clocks in rooms, more bins, a bed sheet for childrens beds.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *It is very well run - timetable was clear and full*

Which aspect of your stay was least enjoyed? *Too many wet clothes. Avoid wet activities on the last day*

How do you rate the overall product on a value for money basis? *Good for all the activities but more clothing for wet activities would be better*

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? *Another school in the cluster*

What were the reasons for choosing Manor Adventure? *The activities and that all activities are on site*

Which centre did you visit last year? *None*

What other visits does your school organise? *Llangrannog*

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

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

