

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: 17-19/04/24
NAME OF ACCOMMODATION: ABERNANT 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?
1

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? 1 - EXCELLENT - VERY

Customer Services (Bookings, payments, support)? INFORMATIVE + HELPFUL

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 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? NONE

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

Standard of Furnishing? 1 - A LITTLE DATED BUT PERFECTLY COMFORTABLE + WELL EQUIPPED.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 - AN EXCELLENT RANGE OF CHOICE + VERY TASTY.

Was there enough to eat? YES, PLENTY.

Was the food served promptly? YES - 1

Were all dietary requirements catered for? YES - 1

How do you rate the packed lunches? N/A - WE DIDN'T HAVE ANY.

Any other comments? GREAT SYSTEM IN PLACE FOR ALLERGIES / DIETARY REQUIREMENTS. REALLY LIKED THE BOARD IN THE DINING ROOM (INFO ABOUT FOOD).

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: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1 - ALL VERY HELPFUL, PATIENT + ENCOURAGING

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1 -

What were your pupil's favourite outdoor pursuits? CANOEING, KAYAKING, PADDLE BOARDING, RAFT BUILDING (WET ONES!!)

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

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

..... PERHAPS OFFER WET DRY SUITS FOR WET ACTIVITIES + UPGRADE DRY ROOMS. A 'COMMON ROOM' FOR PUPILS TO MIX IN (SOFAS, TV, BOARD GAMES) TO GET TO KNOW PUPILS

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *ACTIVITIES, MEALS + TIME IN ROOMS.*

Which aspect of your stay was least enjoyed? *NONE.*

How do you rate the overall product on a value for money basis? *GOOD / 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?
PERHAPS PUPILS COULD PREPARE THEIR OWN LUNCHES (LUNCHBOX STYLE, NOT HOT MEALS) AND CLEAN THEIR ROOMS - DEVELOP A SENSE OF RESPONSIBILITY.

Where did you hear of Manor Adventure? *A CLUSTER SCHOOL (BRO TEYRNON).*

What were the reasons for choosing Manor Adventure? *ENOUGH ROOM FOR ALL YEAR 6 PUPILS FROM CLUSTER SCHOOLS TO STAY.*

Which centre did you visit last year? *GILWERN OUTDOOR EDUCATION CENTRE.*

What other visits does your school organise? *MAG - Y - LADE, LLANGRANNOG (AND VARIOUS DAY VISITS).*

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? *UNSURE, SORRY.*

Name: Name:

Address: Address:

*DIDLCH YN FAWR, WE HAD A FANTASTIC TIME AND VISIT AGAIN. **manor adventure** CAN'T WAIT TO*

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

