

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: Abemant Lake ..... DATES: 26-28th April .....  
NAME OF ACCOMMODATION: ↓ .....

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](http://www.manoradventure.com) ? .....

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? 2 .....

Customer Services (Bookings, payments, support)? 2 .....

Operations (Rooming, outdoor pursuit programmes, support)? 2 .....

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: 2 ..... Fire Drill: 1 .....

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

### SECTION 3: Centre Facilities

Pupil Accommodation 2 ..... Teacher Accommodation: 2 NO towels this year

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

The Grounds: 1 .....

Were there any accommodation problems? NO problems however our rooms

were split on two corridors - previously had all on same corridor

Standard of cleanliness / tidiness? (teacher & pupil) 1 ..... (same floor - fire door which is better between rooms)

Standard of Furnishing? 2 .....

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Saturday lunchtime and  
breakfasts were good but Friday + Sat evening some children didn't  
eat

Was there enough to eat? Small portion sizes in some cases.  
Mostly ok.

Was the food served promptly? Yes.

Were all dietary requirements catered for? Yes - we were grateful for the  
effort put in for one of our children to eat.

How do you rate the packed lunches? We didn't have packed lunches - but  
these would be great for Sunday before departure

Any other comments? Desserts weren't available for those who were  
late on the timetable. Some schools prior to ours were  
taking numerous yogurts / biscuits etc.

### 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: Extremely ..... Professional: Extremely

Were the Instructors motivating / clear / enthusiastic? Yes - couldn't fault them.  
they were brilliant.

How do you rate the outdoor pursuits? Great quality activities.

How do you rate the outdoor pursuit equipment? Very good

What were your pupil's favourite outdoor pursuits? Raft building, SUP,  
Obstacle course, rock climbing

Are there any new outdoor pursuits you would like Manor Adventure to offer? Would  
like to do zip lining next year

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

Food / meals.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities, the tables, facilities.*

Which aspect of your stay was least enjoyed? *Meal times (some)*

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?  
*Grateful to the staff who are very accommodating and helpful, especially when a child or staff member is unwell/ injured.*

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *" "*  
*Cluster visit - can accommodate all of us.*

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

What other visits does your school organise? *Hargraving T.C.*

**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: .....



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
 Telephone: 01584 861333 Website: www.manoradventure.com

NAME \_\_\_\_\_ Date *26th - 28th April*

NAME	FORM SEEN	ACTION/COMMENTS
hs		
	✓	
	✓	



- 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

