

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Beautiful surroundings  
Watching our children's self-belief, confidence &  
resilience grow*

Which aspect of your stay was least enjoyed? *We had a problem this  
year with the midgies (not Manor's problem!)*

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 (we've probably  
already booked !!)*

Have you any further general comments which you feel would be useful to us?  
*Watch you fair! Thanks to all the staff  
for making our visit truly memorable.*

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? *Regular / Repeat visits*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Range of educational  
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?

Name: ..... Name: .....

Address: ..... Address: .....



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

School.....

Date..... *4-7th June 24*

NAME	FORM SEEN	ACTION/COMMENTS
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school google		



- 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



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: Abernart Hotel Lakes DATES: 4-7<sup>th</sup> June  
NAME OF ACCOMMODATION: Abernart 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? /

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)? Excellent

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

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

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

### SECTION 3: Centre Facilities

Pupil Accommodation: Good ..... Teacher Accommodation: Good .....

Washing & Toilet Facilities: Good ..... Cleanliness / Hygiene: Very Good .....

The Grounds: Beautifully maintained .....

Were there any accommodation problems? Slight / minor problems eg: door - issues dealt with very promptly

Standard of cleanliness / tidiness? (teacher & pupil) Very clean & comfortable

Standard of Furnishing? Good

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Meals of very good standard

Was there enough to eat? Varied menu. Lots of choice

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - Introduction of lanyards helpful

How do you rate the packed lunches? /

Any other comments? Kitchen / canteen staff very accommodating and friendly. Always met with a smile 😊

### 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: Excellent ..... Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Fab!

How do you rate the outdoor pursuits? Well organised with appropriate levels of challenge to stretch learners capabilities

How do you rate the outdoor pursuit equipment? Very good

What were your pupil's favourite outdoor pursuits? SUP, Zip-wire, Bivouac building & fencing

Are there any new outdoor pursuits you would like Manor Adventure to offer? Consider fire pit as evening activity (as large group)

Do you have any suggestions on how we could improve our product or outdoor pursuits? Where possible to spread watersport activities rather than 4 sessions in one day. Appreciate this is not always feasible.