

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: P.
CENTRE: Abernant DATES: 21-23 June 2024
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? Website was informative.

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?

How did you rate our pre-visit administration? Good

Customer Services (Bookings, payments, support)? Good

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Good

Were there any accommodation problems? One room

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

Standard of Furnishing? Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - excellent

Was there enough to eat? Yes

Was the food served promptly? Yes - really promptly

Were all dietary requirements catered for? Yes - Dairy free.

How do you rate the packed lunches? No packed lunches

Any other comments? A good choice at mealtimes

SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Yes excellent

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Archery / Raft building

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Our pupils enjoyed everything*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *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?

Where did you hear of Manor Adventure? *Been previously*

What were the reasons for choosing Manor Adventure? *Choice of activities available to the children*

Which centre did you visit last year?

What other visits does your school organise? *Other outdoor pursuits centres*

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:

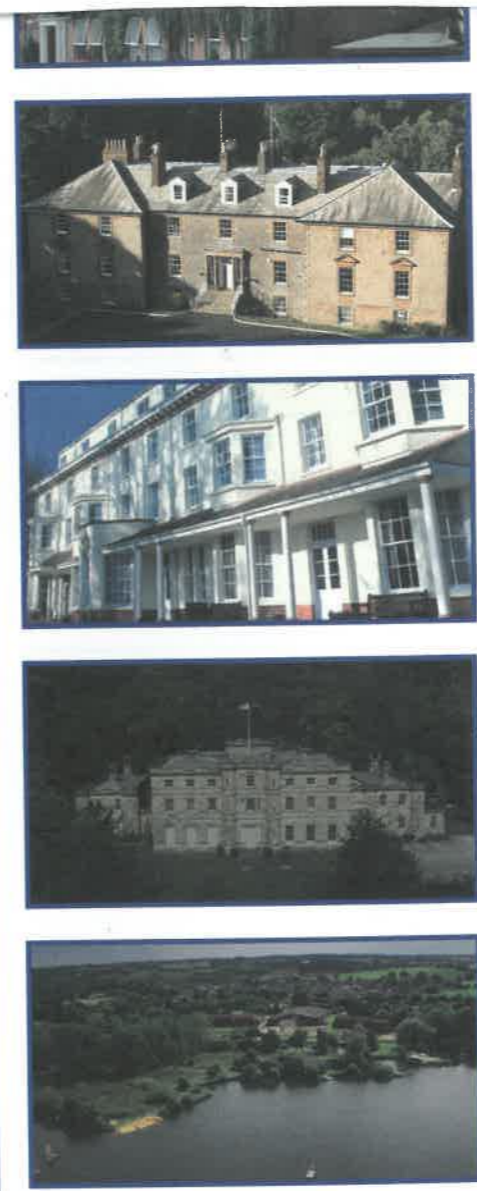
Address: Address:



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

School Date *21st - 23rd June*

NAME	FORM SEEN	ACTION/COMMENTS
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- 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

