important to us and will be assessed by our management team. SCHOOL: DATES: 19th - 21st June NAME OF ACCOMMODATION: Abernant Lake Hotel Please score on the following basis if not making any comment 2 - Very Good 3 - Good 1 - Excellent 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:  $\mathbb{N}$   $\mathbb{Q}$ 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)? Operations (Rooming, outdoor pursuit programmes, support)? ..... Preview visit to the centre? **SECTION 2: Arrivals SECTION 3: Centre Facilities** Pupil Accommodation ...... Teacher Accommodation: ...... The Grounds: Were there any accommodation problems? BICCLEd tollets but this was Standard of cleanliness / tidiness? (teacher & pupil) .....

We constantly strive to improve our high standards. Your comments are very

SECTION 4: Catering / Meals  Were the meals of an adequate standard? 2
Was there enough to eat?
Vas the food served promptly?
Vere all dietary requirements catered for?
low do you rate the packed lunches?
Food was prentiful and there were prenty of aptions
available. Staff were friendly and ensured all needs were catered for
ECTION 5: Centre Staff & Outdoor Pursuits  bid the Head of Centre / Chief Instructor make themselves known to you during your visit?
ow do you rate the Centre Staff / Instructors?
Vere the Instructors motivating / clear / enthusiastic?
ow do you rate the outdoor pursuit equipment? .
hat were your pupil's favourite outdoor pursuits? SUP, Kayaking and canoung
re there any new outdoor pursuits you would like Manor Adventure to offer?
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?The activities
. 1.
Which aspect of your stay was least enjoyed? .n. a.
We've had a wonderful time c
How do you rate the overall product on a value for money basis?
Will you be considering a further visit with Manor Adventure? Most definitury.
Have you any further general comments which you feel would be useful to us?
Where did you hear of Manor Adventure? Our school has attended for many year
What were the reasons for choosing Manor Adventure? .M.anor. Adventure. h.l.s.
aways provided memorable experiences for our children.
Which centre did you visit last year? .Abunat
What other visits does your school organise?
Currently this is the only residential we go on.
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:
Address: Address:
704 074 074

## manor adventure

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## 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 de Warsy