

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: 28-30th June '24
NAME OF ACCOMMODATION: Manor Adventure

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 ?

N/A

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?

Very good

Customer Services (Bookings, payments, support)?

Very good

Operations (Rooming, outdoor pursuit programmes, support)?

Very good

Preview visit to the centre?

N/A

SECTION 2: Arrivals

General Welcome:

Very good

Fire Drill:

Excellent

Room Allocation:

Excellent

Introductory Talk:

Excellent

SECTION 3: Centre Facilities

Pupil Accommodation

Very good

Teacher Accommodation:

Very good

Washing & Toilet Facilities:

Excellent

Cleanliness / Hygiene:

Very good

The Grounds:

Excellent

Were there any accommodation problems?

No, everything was great.

Standard of cleanliness / tidiness? (teacher & pupil)

Very good

Standard of Furnishing?

Very good

SECTION 4: Catering / Meals

Were the meals of an adequate standard?

Excellent

Was there enough to eat?

Yes, there was plenty

Was the food served promptly?

Excellent service

Were all dietary requirements catered for?

Yes

How do you rate the packed lunches?

N/A

Any other comments?

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?

Yes to all

How do you rate the outdoor pursuits?

Very good

How do you rate the outdoor pursuit equipment?

Very good

What were your pupil's favourite outdoor pursuits?

Canoeing + Kayaking

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

N/A

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

We were disappointed that we asked for zip wire and rock climbing, but we were told these were unavailable except there were lots of occasions when the activities were empty.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water activities*

Which aspect of your stay was least enjoyed? *n/a*

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*

Have you any further general comments which you feel would be useful to us?

For the past two years the zip wire has not been allocated to us and this has been a past favourite of the children.

Where did you hear of Manor Adventure? *Web site*

What were the reasons for choosing Manor Adventure? *We have been visiting for over 10 years.*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *n/a*

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

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



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CENTRE: Abernaut Lake DATES: June 28th - 30th
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? N/A

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

Customer Services (Bookings, payments, support)? 1

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: 2 - sink/plug not Cleanliness / Hygiene: 1

The Grounds: 1 - Excellent, well kept grounds.

Were there any accommodation problems? NO.

Standard of cleanliness / tidiness? (teacher & pupil) Overall excellent - very well kept

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1 - went above and beyond for everyone

How do you rate the packed lunches? N/A

Any other comments? Excellent organisation.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? 1

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

How do you rate the outdoor pursuits? 1 - lots to choose from and plenty to keep us occupied.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Paddle Boarding, fencing, obstacle course

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything was excellently run - my first time here and knew exactly what to do.*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *1*

Have you any further general comments which you feel would be useful to us?

Thankyou for a great stay!

Where did you hear of Manor Adventure? *Previous Colleague / School had been before*

What were the reasons for choosing Manor Adventure? *Range of choice of activities.*

Which centre did you visit last year? *Abernant Lake Hotel.*

What other visits does your school organise? *Llangrannog.*

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?

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