

**SECTION 6: Overall Assessment**

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

Which aspect of your stay was least enjoyed? *2 hour break*

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

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

What were the reasons for choosing Manor Adventure? *Loved it previously.*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *non-residential trips & sporting events.*

**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.....

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



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: ..... DATES: 10/5 - 13/5  
NAME OF ACCOMMODATION: Abernant.

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? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? 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: very good

Room Allocation: very good    Introductory Talk: very good

### SECTION 3: Centre Facilities

Pupil Accommodation: 2    Teacher Accommodation: 2

Washing & Toilet Facilities: 2    Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 5 - diabetic pupil - struggled to find out carbs as items not on menu.

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?

1

How do you rate the Centre Staff / Instructors?

Helpful: 1    Professional: 2

Were the Instructors motivating / clear / enthusiastic? 2

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? SUP, lake challenge  
canoe/kayak.

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?

Perhaps look at the timings - some things were rushed others had too much time in between.