

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: Manor Adventure ..... DATES: 8<sup>th</sup> - 10<sup>th</sup> May .....  
NAME OF ACCOMMODATION: Abernant Lodge .....

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? ..... 2 .....

If you had a visit from one of our School Journey Advisors: ..... N/A .....

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)? ..... 2 .....

Operations (Rooming, outdoor pursuit programmes, support)? ..... 3 .....

Preview visit to the centre? ..... N/A .....

### SECTION 2: Arrivals

General Welcome: ..... 2 ..... Fire Drill: ..... 1 .....

Room Allocation: ..... 1 ..... Introductory Talk: 4 - Introductory talk  
would be better with  
everyone sat down (children +  
staff) to everyone

### SECTION 3: Centre Facilities

Pupil Accommodation ..... 3 2 ..... Teacher Accommodation: ..... 1 .....

Washing & Toilet Facilities: 5 - soap in every room ..... Cleanliness / Hygiene: ..... 2 .....

The Grounds: ..... 1 .....

Were there any accommodation problems? ..... Rooms were very hot (childrens) .....

Standard of cleanliness / tidiness? (teacher & pupil) ..... 1 .....

Standard of Furnishing? ..... 2 .....

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? ..... Absolutely lovely .....

Was there enough to eat? ..... Definitely but not enough access  
to water / squash for the children .....

Was the food served promptly? ..... Yes .....

Were all dietary requirements catered for? ..... Yes .....

How do you rate the packed lunches? ..... N/A .....

Any other comments? ..... The lady on the counter was  
fantastic. Not too keen on the dietary requirements  
lanyards .....

### 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: ..... 1/2 ..... Professional: ..... 1 .....

Were the Instructors motivating / clear / enthusiastic? ..... The majority were .....

How do you rate the outdoor pursuits? ..... 2 - a lot of standing around with  
some activities (archery) and not enough resources (armguards

How do you rate the outdoor pursuit equipment? ..... As above - not enough  
for each child. Wetsuits would be great for kayaking / canoeing

What were your pupil's favourite outdoor pursuits? ..... canoeing / kayaking /  
abseiling .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? ..... Not really  
but we didn't get many of the activities we requested (zipwires,  
SUP etc)

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

An adventure playground would be fantastic.  
Some activities were too long at 1 1/2 hours (scavenge  
hunt, volleyball, obstacle course)

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The food and location. The BBQ was great*

Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *It was a lot more expensive this year than last year because of the months we chose.*

Will you be considering a further visit with Manor Adventure? *We would like to come back every other year as we bring Y5 & Y6.*

\* Have you any further general comments which you feel would be useful to us?  
*I think it is VERY IMPORTANT that the adults in each group are made FULLY AWARE that the dogs are not part of your provision and that the children must be kept away (safeguarding issues)*

Where did you hear of Manor Adventure? *Previous school*

What were the reasons for choosing Manor Adventure? *Beautiful location, the hotel, most of the activities and the staff are accommodating and flexible. Relatively close to our school.*

Which centre did you visit last year? *Abersnant*

What other visits does your school organise? *Marfa Bay, Llanian cove.*

**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
y	DIS	
e	✓	
	✓	



- for
- Culmington Manor, Shropshire
- Lockerbie Manor, Scotland
- Abersnant 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