

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: 2015 - 22/5 .....  
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? No improvement needed

If you had a visit from one of our School Journey Advisors:

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)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: lovely welcome Fire Drill: explained well

Room Allocation: very good Introductory Talk: lovely and well explained

### SECTION 3: Centre Facilities

Pupil Accommodation: fine Teacher Accommodation: fine

Washing & Toilet Facilities: fine Cleanliness / Hygiene: no handtowells or soap

The Grounds: .....

Were there any accommodation problems? 3 false fire alarms - caused some panic (ASD child)

Standard of cleanliness / tidiness? (teacher & pupil) very tidy

Standard of Furnishing? very good

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? food was nice - a good variety

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? .....

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? No

How do you rate the Centre Staff / Instructors?

Helpful: Yes Professional: Yes

Were the Instructors motivating / clear / enthusiastic? Yes

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? fine

What were your pupil's favourite outdoor pursuits? Water sports

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?

team games to finish the trip, rather than activities as children are tired.

**SECTION 6: Overall Assessment**

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

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? *Annual visit*

What were the reasons for choosing Manor Adventure?  
*been here before and always had a good experience*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *general school trips (daytrips)*

**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: .....



# 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

