

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: Abemant lake DATES: 13th - 17th May
NAME OF ACCOMMODATION: Abenart Lake Hotel

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? never used although handy for parents to see activities

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?

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3 *the children didn't know where to go when the fire alarm sounded ... and neither did we!!*

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? blocked sink but fixed/sorted very quickly

Standard of cleanliness / tidiness? (teacher & pupil) 1 lovely new carpets, cleaner ladies were brilliant v. friendly & helpful

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 Kids loved it, lots of choice, plenty of options for dietary requirements

Was there enough to eat? Absolutely

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - very well

How do you rate the packed lunches? 1

Any other comments? As always the food is an excellent standard .. consistently

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: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Instructors were excellent - really motivating & helpful

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? Stand Up Pboard, Aeroball, Zip Wire, Ratt Building, Canoe/Kayak

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? Aeroball - tricky placement right next to the crate-stack, seems like an 'accident waiting to happen' !!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *friendly staff made you feel at home, level of professionalism & care*

Which aspect of your stay was least enjoyed? *supervision of other children at the centre (although I realise that's not your fault!)*

How do you rate the overall product on a value for money basis? *it's a good deal but is becoming quite pricey!*

Will you be considering a further visit with Manor Adventure? *Yes - although I feel there maybe children who won't come because of the price increasing!!*

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

Where did you hear of Manor Adventure? *We have been before ... 100 times!*

What were the reasons for choosing Manor Adventure? *see above!*

We repeatedly choose this centre; quality staff, quality food, lovely accomodation, made to feel

Which centre did you visit last year? *this one!* *welcome, ... what's not to love*

What other visits does your school organise? *none to the UK - some years we choose*

"Venture Centre" on the Isle of Man.

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

