

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]
CENTRE: Abernant Lake DATES: 15-17th July
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

Did you find the brochure accurate and informative? Yes

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?

Yes but did not make clear Mon was 1/2 day (arrive after 2pm)

How professional was the Presentation Evening? Very

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Very good

Operations (Rooming, outdoor pursuit programmes, support)?

"

Preview visit to the centre?

"

SECTION 2: Arrivals

General Welcome:

Very good

Fire Drill:

Good

Room Allocation:

Good

Introductory Talk:

Good

SECTION 3: Centre Facilities:

Pupil Accommodation:

Very good

Teacher Accommodation:

Very good

Washing & Toilet Facilities:

"

Cleanliness / Hygiene:

"

The Grounds:

Excellent

Catering:

Good

Were there any accommodation problems?

No

Standard of cleanliness / tidiness? (teacher & pupil)

Very good

Standard of Furnishing?

Good

SECTION 4: Meals

Were the meals of an adequate standard?

Yes

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?

N/A

Any other comments?

N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful:

Mostly

Professional:

Mostly

Which Instructors were motivating / clear / enthusiastic?

Mostly - some were a little impatient with the children

How do you rate the outdoor pursuits?

Very good

How do you rate the outdoor pursuit equipment?

Excellent

What were your pupil's favourite outdoor pursuits?

Canoeing / Kayaking, and zip wire and obstacle course

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

No

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

No

Some instructors were patient and spoke kindly to the children

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities were great - excellent facilities / equipment*

Which aspect of your stay was least enjoyed? *Training for*

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?

Please consider training for instructors which includes them leading groups of younger children - they could improve their communication style.

Where did you hear of Manor Adventure? *Colleague*

What were the reasons for choosing Manor Adventure? *Best overall experiences for pupils / activities offered*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Several trips across the UK and France.*

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

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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France