

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 DATES: 4th - 7th June

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

Did you find the brochure accurate and informative? Yes

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?

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: Good Fire Drill:

Room Allocation: Introductory Talk:

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Beautiful! Catering: Great

Were there any accommodation problems? Apart from too many in

a room (6), the pupils could do with a mat for the

showers as they become so wet and slippery - a bit dangerous as

Standard of cleanliness / tidiness? (teacher & pupil) Good one child slipped and bumped her head.

Standard of Furnishing? Some of the pupil bunks are

incredibly squeaky!

* We arrived in torrential rain and the pupils were soaking wet - maybe the introductory tour could be done when they've had a chance to get the correct clothing on during that sort of weather.

SECTION 4: Meals

Were the meals of an adequate standard? Yes - wonderful as always

Was there enough to eat? Plenty!

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - the centre is

excellent at catering for all needs and really helpful with requests our diabetic pupil.

How do you rate the packed lunches?

Any other comments? Just lovely - and friendly & helpful staff.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: V. Good Professional: V. Good

Which Instructors were motivating / clear / enthusiastic?

We always find the instructors to be professional and friendly. They really get to know the pupils and adapt sessions to suit the needs of the children.

How do you rate the outdoor pursuits? Great fun.

How do you rate the outdoor pursuit equipment? V. good except it would

be better to provide pupils with water proofs for the lake. Clothes don't dry in the 'drying room'! Soggy pupils = miserable

What were your pupil's favourite outdoor pursuits? pupils

Lake challenge, zip wire, climbing, high ropes, stand-up paddle boards / 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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities & food!*

Which aspect of your stay was least enjoyed? *Getting pupils dry, dragging cases up and down stairs.*

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 - we've booked already.*

Have you any further general comments which you feel would be useful to us?
We would like to thank the staff for a wonderful visit and for dealing with some of our ^{groups'} 'issues' sensitively and kindly. ☺

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *We've been for the past five/six years and always had a great time.*

Which centre did you visit last year? *This one.*

What other visits does your school organise?

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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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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