

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 Hotel

DATES: 10th - 12th June

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 and very useful when you haven't attended previously.

How could we improve our website, [www.manoradventure.com](http://www.manoradventure.com)? previously.

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)? (2)

Operations (Rooming, activity programmes, support)? (1)

### SECTION 2: Arrivals

General Welcome: (1) Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (1)

### SECTION 3: Centre Facilities:

Pupil Accommodation: (1) Teacher Accommodation: (1)

Washing & Toilet Facilities: (1) Cleanliness / Hygiene: (2)

The Grounds: (1) Catering: (2)

Were there any accommodation problems? No

Standard of Cleanliness / tidiness? (teacher & pupil) (2)

Standard of Furnishing? (2)

## SECTION 4: Meals

Were the meals of an adequate standard? ..... ①

Was there enough to eat? ..... ①

Was the food served promptly? ..... ①

Were all dietary requirements catered for? ..... ①

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

Any other comments? .....

## SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?

Helpful: ..... ① ..... Professional: ..... ①

Which Instructors were motivating / clear / enthusiastic?

Scott, Louis, Tom, Ben, Katie, Sam and Jack, Johnny

How do you rate the activities? ..... ①

How do you rate the activity equipment? ..... ①

What were your pupil's favourite activities? ..... Zip Wire, Raft building,

Abseiling, Rifle Shooting, Fencing, Archery, Climbing

Are there any new activities you would like Manor Adventure to offer? ..... No, however

next years pupils would pick more of the adventurous activities.

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

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Taking part in the activities*

Which aspect of your stay was least enjoyed? .....

How do you rate the overall product on a value for money basis? *Very 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?  
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Where did you hear of Manor Adventure? *Previous teacher had attended*

What were the reasons for choosing Manor Adventure? *More choice of activities for the children*

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

What other visits does your school organise? *Trips to Oakwood, Barry Island, Bristol Aquarium, Cyfarthfa Castle, Big Pit*

## SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres?

Name: ..... Name: .....

Address: ..... Address: .....

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**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 [www.manoradventure.com](http://www.manoradventure.com)