

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: 17-21 June 2019

NAME OF ACCOMMODATION: Manor Abernant 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

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? yes

How professional was the Presentation Evening? 2

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: -

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 + +

Were there any accommodation problems?
No.

Standard of cleanliness / tidiness? (teacher & pupil)
1

Standard of Furnishing?
1

SECTION 4: Meals

Were the meals of an adequate standard? 1 Excellent food with great variety.

Was there enough to eat? More than enough

Was the food served promptly? yes

Were all dietary requirements catered for? yes - we even had a gluten-free veggie with us and she really enjoyed the food provided.

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

Any other comments? Just really good, delicious food. Thank you.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

They were all absolutely amazing. We had a child with autism with us and they all went above and beyond to make adjustments which meant he had a brilliant experience and how do you rate the outdoor pursuits? wants to come back next year!

What an amazing bunch of young people! Thank you.
How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Lake challenge water activities (raft, paddle board, kayaking and canoeing - not Alfie!) Alfie just loved being here and it was so beneficial for him - loved the archery!
Are there any new outdoor pursuits you would like Manor Adventure to offer? archery

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

Please don't begin with a fire alarm. This was not the best start for Alfie. If it is necessary, tell schools before arrival. That way, they can prepare any pupils with special issues.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children achieve new things and develop greater teamwork and support for one another as the week progressed.*

Which aspect of your stay was least enjoyed?

Noise at night (I know this is not really your responsibility and would be difficult to monitor)

How do you rate the overall product on a value for money basis?

1
Will you be considering a further visit with Manor Adventure? *Yes but more certain if there was a*

time when quiet was expected from pupils and teachers. The high quality of the instructors and their positive attitude makes me more likely to come back.

We are a very inclusive school and attract pupils with issues. This makes a residential like this quite full on in terms of support.

It wasn't really possible for us to take breaks which is why quiet after 10 or even 11 would have been appreciated. But I suppose this would be hard for you to monitor.

Where did you hear of Manor Adventure? *you approached us*

What were the reasons for choosing Manor Adventure? *venue, activities on offer, amount packed in.*

Which centre did you visit last year? *NA*

What other visits does your school organise?

only day visits.

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