

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: 25/27 September 19

NAME OF ACCOMMODATION: Abernant Lake

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? 1

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? NIA

How professional was the Presentation Evening? NIA

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? NIA

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 3

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Handsoap in bathrooms would be great.

Standard of Furnishing? Perfectly fine

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes, (as discussed) our Sikh/Hindu children didn't have many meat options. (We appreciate Andy cooking additional chicken for one every)

How do you rate the packed lunches? NIA

Any other comments? Lots of choice!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Sam (Rifles) and James (Fencing / Water)

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? Differed completely. Credit to the offer given!

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

High ropes at no additional cost.

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

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities and children's independence when following timetables*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *Yes, absolutely!*

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

Brilliantly organised, professional instructors who clearly work to be here and on enjoyable stay for teachers as well as pupils

Where did you hear of Manor Adventure? *Visited last year*

What were the reasons for choosing Manor Adventure?

Previous visits

*Group of 12 and 13
was difficult at times due to equipment*

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



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