

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: Absentant Lake Hotel DATES: 30/9/19 - 4/10/19

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? 1

How could we improve our website, www.manoradventure.com?
Haven't really studied it as we repeat back

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)? 1

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

Preview visit to the centre? ✓

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 1

Room Allocation: 3 - A few difficulties showing corridors with other schools Introductory Talk: 1 - Didn't have one (usually do) one

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? A few but resolved really quickly

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes, always plenty to eat and the children enjoyed the food.

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? - Not many options for gluten free puddings except fruit. Also veggie options were nearly all tried.

How do you rate the packed lunches? ✓

Any other comments? Well labelled & range/choice

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

All were excellent this year.

Which Instructors were motivating / clear / enthusiastic?

Johnny, Ben, Luke, Sam, James, Louise
A board with photos and names would be useful to identify.

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? S.U.P, zip wire, canoeing, crate stacking.

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

Something with a 'go ape' theme, ie - all able to climb the high ropes without a lot of waiting around.
Do you have any suggestions on how we could improve our product or outdoor pursuits?

* Just wondering why there is a sur-charge for crate stacking - seems to be one instructor only whereas others have 2 or 3 for the same price.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water sports, arate - stacking. I.E.*

Which aspect of your stay was least enjoyed? *Blind trail - one group had half of the session in the car park while another school was in the maze.*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Have just booked for 2021!*

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

A selection of board games available so chn can come downstairs with an adult if they need more "structured time" between sessions.

Where did you hear of Manor Adventure? *Repeat booking every year.*

What were the reasons for choosing Manor Adventure? *Always successful & enjoyable, chn love it, value for money well run and organised.*

Which centre did you visit last year? *Abernant lake Hotel.*

What other visits does your school organise? *Newbarn, Dorset, Dorchester (Y4).*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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