

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: Abernant DATES: 04/03/20 - 06/03/20
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 (2)

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 (2)

How professional was the Presentation Evening? very professional (2)

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? good (2)

Operations (Rooming, outdoor pursuit programmes, support)? good (2)

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? none

Standard of cleanliness / tidiness? (teacher & pupil) very good (2)

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? yes (2)

Was there enough to eat? 1

Was the food served promptly? 1 very efficient timetabling

Were all dietary requirements catered for? yes

N/A for our pupils but allergy info clearly displayed
How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All instructors were excellent. We particularly appreciated the Welsh speaking staff (Tom + Maud)

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 3 - we feel as

though the experience would have been far more enjoyable if wet suits were provided.
What were your pupil's favourite outdoor pursuits?

assault course / initiative exercises / paddle boarding

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?

wet suits for kayaking

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *outdoor pursuits*

Which aspect of your stay was least enjoyed? *The children were very cold and falling keeping and some missed out on later activities as a result.*

How do you rate the overall product on a value for money basis? *9*

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?
The staff were all very pleasant and took full responsibility for the children. They were encouraging and motivating.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *cost, outdoor pursuits*

Which centre did you visit last year? *Cardiff bay world accom.*

What other visits does your school organise? *Tan y Bwlch, Margam discovery, Llanguannog*

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