

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: Manor Adventure DATES: 15<sup>th</sup> - 19<sup>th</sup> Nov. 21  
NAME OF ACCOMMODATION: 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? .....

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? .....

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: 1 ..... Fire Drill: 1 .....

Room Allocation: 1 ..... Introductory Talk: 1 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 2 ..... Teacher Accommodation: 2 .....

Washing & Toilet Facilities: 3 2 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 1 ..... Catering: 1 .....

Were there any accommodation problems? Some hot water problems with the showers.

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

Standard of Furnishing? 2 .....

### SECTION 4: Meals

Were the meals of an adequate standard? 1 Great standard of food and a good variety every day.

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? 1 .....

Any other comments? 1 .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

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

Which Instructors were motivating / clear / enthusiastic?

Kieran, Dylan, Steven, Paul, Ewan, Grace, Lou  
- all great but children mentioned these especially

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? Canoeing/Kayaking, low ropes, Stand-up Paddle-board, Lake challenge, Zip line

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

No, a good range of activities provided.

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
1

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities and the food.*

Which aspect of your stay was least enjoyed? *The cold shower situation was a challenge.*

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

Will you be considering a further visit with Manor Adventure? *Yes 100%*

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

*Just to say thank you for providing an excellent service and giving our children a great time.*

Where did you hear of Manor Adventure? *Old head teacher had been with a previous school.*

What were the reasons for choosing Manor Adventure? *Great experience had on previous visit.*

Which centre did you visit last year? *Same*

What other visits does your school organise? *General topic-related visits and sports events.*

**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: *J* Name: *U*

Address: Address:

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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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