

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 Lakes DATES: 25/4 - 27/4/22  
NAME OF ACCOMMODATION: Abernant Lakes

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?  
..... Supply risk assessments  
If you had a visit from one of our School Journey Advisors: N/A  
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? 1  
Customer Services (Bookings, payments, support)? ..... 1  
Operations (Rooming, outdoor pursuit programmes, support)? ..... 1  
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: ..... 2 Cleanliness / Hygiene: ..... 2  
The Grounds: ..... 1 Catering: ..... 4

Were there any accommodation problems? .....

..... Some very squeaky beds / very noisy from floor above  
Standard of cleanliness / tidiness? (teacher & pupil) ..... 2

Standard of Furnishing? ..... 3

### SECTION 4: Meals

Were the meals of an adequate standard? ..... Yes  
Was there enough to eat? ..... Yes  
Was the food served promptly? ..... Yes  
Were all dietary requirements catered for? ..... Some confusion over egg allergy / plus pupil given product containing egg  
How do you rate the packed lunches? ..... N/A  
Any other comments? ..... Bigger range of fruit would be useful for pupils e.g. bananas

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?  
Helpful: ..... 1 Professional: ..... 1  
Which Instructors were motivating / clear / enthusiastic?  
..... Instructors were excellent at encouraging and supporting pupils  
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 / Archery / climbing  
Are there any new outdoor pursuits you would like Manor Adventure to offer? .....

..... No

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

..... Initiative exercises need to be more engaging / busier or shorter session

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? .....

*Outdoor pursuits in general*

Which aspect of your stay was least enjoyed? .....

*initiative exercises*

How do you rate the overall product on a value for money basis? ..... *2* .....

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?  
.....  
.....  
.....

Where did you hear of Manor Adventure? ..... *Online and other teacher* .....

*had attended in the past.*

What were the reasons for choosing Manor Adventure? .....

*Range of activities / location*

Which centre did you visit last year? ..... *Covid N/A* .....

What other visits does your school organise? ..... *Margam Discovery* .....

*Centre / Cardiff Urdd.*

**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



Aberhant 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