

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: 04.07 → 08.07.22

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?

We really liked the video; we thought the website was fine but did notice the logo is always different!!!

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? n/a

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? n/a

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 4

Room Allocation: 3 Introductory Talk: 2

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? The only slight issue we felt

we had was being alongside other schools (which obviously had different expectations).

Standard of cleanliness / tidiness? (teacher & pupil) We were impressed by the

cleanliness and maintenance of this

Standard of Furnishing? Fine for a school camp

SECTION 4: Meals

Were the meals of an adequate standard? For the kids, it was fine - even

the fussy ones found something to eat. It was a bit chip and chicken heavy, perhaps.

Was there enough to eat? Yes, certainly.

Was the food served promptly? Yes.

Were all dietary requirements catered for? Yes.

How do you rate the packed lunches? n/a

Any other comments? Children were surprised not to be able to separate their food waste and their plastic waste (eg. yoghurt pots). We would expect to be able to recycle these.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

This is obviously dependent on personalities. Stand-out ones were

Paul, Ebony, Lewis and Glyn who were excellent - great with kids.

One instructor repeatedly told the children to "Shut up!" which was

How do you rate the outdoor pursuits? neither appropriate nor professional.

Excellent.

How do you rate the outdoor pursuit equipment?

Excellent.

What were your pupil's favourite outdoor pursuits? Lake challenge zip wire,

kayak/canoe, crate stacking

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

Giant Swing is a great one. 'Go Ape' style through the trees. Swimming.

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

At the other venues we visit, high rope activities are not an additional cost; it was a shame not to be able to do Jacob's ladder etc.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water sports*

Which aspect of your stay was least enjoyed? *Evening activity was late*

More relaxed, wind-down activities would be better at this time

How do you rate the overall product on a value for money basis? *On par with*

other centres (minus high-rope activities)

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?

*We very much appreciated the little touches such as the
BBQ and coffee machine. We felt a tuck shop would be
better than vending machines; little gifts to buy would be nice.*

Where did you hear of Manor Adventure? *We have visited in the past*

What were the reasons for choosing Manor Adventure? *Mill on the Bme (local)*

was fully booked so we looked further afield.

Which centre did you visit last year? *PGL Barton Hall, Devon*

What other visits does your school organise? *Mill on the Bme, Somerset*

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