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:
NAME OF ACCOMMODATION: DATES: 8 - 10th July Abernant lake hotel
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?3
How could we improve our website, www.manoradventure.com?
More informative for parents
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? TEAMS (virtual).
How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 1 - understanding.
Operations (Rooming, outdoor pursuit programmes, support)?1
Preview visit to the centre?
SECTION 2: Arrivals
General Welcome:2 Fire Drill:
Room Allocation: 2 Introductory Talk: 3
SECTION 3: Centre Facilities:
Pupil Accommodation: Feacher Accommodation:
Washing & Toilet Facilities: Cleanliness / Hygiene:
The Grounds: Catering:
Were there any accommodation problems? Bed Sheets on childrens.
keds both mod in all rooms, hard soap
Standard of cleanliness / tidiness? (teacher & pupil) 1 clean and body.
Standard of Furnishing? 3, dated.

SECTION 4: Meals

Were the meals of an adequate standard? Yes, but could be more child friendly (3)
child friendly (3) Was there enough to eat? Yes (1)
Was the food served promptly? Yes (1)
Were all dietary requirements catered for? Yes (1)
How do you rate the packed lunches?
Any other comments? N/A
SECTION 5: Centre Staff & Outdoor Pursuits
How do you rate the Centre Staff / Instructors?
Helpful: Professional: 1
Which Instructors were motivating / clear / enthusiastic?
James, Dylan, Lewis, Peter, Paul Afi
How do you rate the outdoor pursuits?
How do you rate the outdoor pursuit equipment? 3 1 bows broken
Laddes hard for some Children to climb on zipuire
What were your pupil's favourite outdoor pursuits? Crate Stacking.,
zip wire (if they could get up)
Are there any new outdoor pursuits you would like Manor Adventure to offer?
Geocaching, better water area,
Do you have any suggestions on how we could improve our product or outdoor pursuits?
more team activities for involvement

	6: Overall Assessment	2	
	pect of your stay was most enjoyed	•	
free 1	time equipment, t	eacher	bar
Which asp	pect of your stay was least enjoyed	?	
	ou rate the overall product on a val		
Will you be	e considering a further visit with Ma	anor Advent	ure? Yes.
Have you	any further general comments whi	•	
Where did	you hear of Manor Adventure?	Mer s	schools positive Realback
	ntre did you visit last year? . .N.A er visits does your school organise?		(before Kingswood) Ly arms.
SECTION	7		- -
•	now of any other schools or collea etres in England, Scotland, Wales	•	•
Name:		Name:	9
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Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

IAME	FORM SEEN	ACTION/COMMENTS
·		
		3



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



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

