

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: 15th - 17th JULY
NAME OF ACCOMMODATION: MANOR ADVENTURE

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?
.....

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)? 2

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 2

Room Allocation: 3 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation:

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 5

The Grounds: 1 Catering: 3

Were there any accommodation problems? ROOMS A LITTLE SMALL

..... FOR 6 x LARGE AGED 11 PUPILS

Standard of cleanliness / tidiness? (teacher & pupil) STAIRS VERY DIRTY

..... STAFF / PUPIL ROOMS GOOD

Standard of Furnishing? ACCEPTABLE

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? YES

How do you rate the packed lunches? /

Any other comments? PUPILS LIKE CHIPS! DIDN'T HAVE

..... ANY

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

..... YES

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? HIGH ROPES, ZIP WIRE

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

..... IT'S SUCH A SHAME WATER SESSIONS CANCELLED

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

..... N/A

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? OUTDOOR PURSUITS
IN BEAUTIFUL GROUNDS

Which aspect of your stay was least enjoyed? NOT ABLE TO DO
WATER ACTIVITIES / CLEANLINESS OF COMMUNAL AREAS

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

Will you be considering a further visit with Manor Adventure? MAYBE

Have you any further general comments which you feel would be useful to us?
EXCELLENT GROUNDS AND PURSUITS
ACCOMMODATION UPDATES WOULD IMPROVE STAY

Where did you hear of Manor Adventure? WEBSITE

What were the reasons for choosing Manor Adventure?
UNABLE TO ATTEND LANGRANNOG

Which centre did you visit last year? /

What other visits does your school organise? LANGRANNOG

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



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

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SCHOOL: PARTY LEADER:
CENTRE: Abernant DATES: 11/7/22 - 13/7/22
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? Yes

How could we improve our website, www.manoradventure.com?
Didn't use it.

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)? /

Operations (Rooming, outdoor pursuit programmes, support)? /

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: (2) Teacher Accommodation: (2)

Washing & Toilet Facilities: (1) Cleanliness / Hygiene: (2)

The Grounds: (1) Catering: (2)

Were there any accommodation problems? No

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

Standard of Furnishing? (2)

SECTION 4: Meals

Were the meals of an adequate standard? (2)

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? /

Any other comments? Great service, friendly

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 of them!

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? Kayak, SUP, Archery

Are there any new outdoor pursuits you would like Manor Adventure to offer? Go Karting, Zorb balls

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it.*

Which aspect of your stay was least enjoyed? *Having a water activity pre departure.*

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?

Activities for 'free time' - football goals, table tennis, large chess set, etc to entertain children.

Where did you hear of Manor Adventure? *Website before.*

What were the reasons for choosing Manor Adventure? *Correct priced experience*

Which centre did you visit last year? *Abernant.*

What other visits does your school organise?

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COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

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SCHOOL: PARTY LEADER:
CENTRE: WALES DATES: 15-17th July
NAME OF ACCOMMODATION: MANOR ADVENTURE

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? 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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 3

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard? 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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Glyn, Charlie, Ebony, Dylan

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? Zip line, obstacle, climbing

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Nothing*

Vending machine? Difficult to monitor + Control

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?

Some staff were not as enthusiastic as others and these activities were difficult to manage.

Where did you hear of Manor Adventure? *Other teachers*

What were the reasons for choosing Manor Adventure? *Our original residential was cancelled and Manor Adventure was recommended by other teachers*

Which centre did you visit last year? *—*

What other visits does your school organise? *Stony Arms, Llangrannog, Atlantic Collage*

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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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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

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SCHOOL: PARTY LEADER:
PRIMARY
CENTRE: MANOR ADVENTURE DATES: 11/7/22 - 15/7/22
NAME OF ACCOMMODATION: MANOR ADVENTURE

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

How could we improve our website, www.manoradventure.com?
MORE INFORMATION - A BIT GENERIC

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? GOOD

Operations (Rooming, outdoor pursuit programmes, support)? GOOD

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: ACCOMMODATING Fire Drill: CLOSERLY EXPLAINED

Room Allocation: WARM, TOP FLOOR GOOD, BUT HOT Introductory Talk: USEFUL

SECTION 3: Centre Facilities:

Pupil Accommodation: M. GOOD, BUT Mould on ONE ROOM? Teacher Accommodation: SPACIOUS WOULD BE CLOCK FOR USEFUL FAN IF HOT

Washing & Toilet Facilities: Cleanliness / Hygiene: COMMUNAL AREAS A BIT OF RUBBISH DRAW

The Grounds: BEAUTIFUL Catering: GOOD RANGE + PORTION SIZE

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil) GOOD

Standard of Furnishing? BASIC + FUNCTIONAL

(8 PM)

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? YES

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: YES Professional: YES

Which Instructors were motivating / clear / enthusiastic?

YES

How do you rate the outdoor pursuits? GOOD

How do you rate the outdoor pursuit equipment? NOT ENOUGH

* HARNESSES + HELMETS

What were your pupil's favourite outdoor pursuits? WATER SPORTS

CRATE STACKING, HIGHROPE, ZIP WIRE

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?

* SEE

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES AND FOOD

Which aspect of your stay was least enjoyed? SURVIVAL SKILLS + WIDE GAMES

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

Will you be considering a further visit with Manor Adventure? POSSIBLY

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

Where did you hear of Manor Adventure? ABOUT 15 YEARS AGO

What were the reasons for choosing Manor Adventure? PREVIOUSLY VISITED AND FACILITIES

Which centre did you visit last year? N/A

What other visits does your school organise? TRIPS TO LONDON MUSEUMS, UFTON COURT (RESIDENTIAL Y3/Y4)

SECTION 7

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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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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

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 Lake DATES: 11th-15th July, 2022

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? 2

How could we improve our website, www.manoradventure.com?

Due to mobile navigational issues, it was difficult to use links. For example, facility links.

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

Did he provide a fair description of our centre and product? 3

How professional was the Presentation Evening? 1

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? NA

SECTION 2: Arrivals

- Need a clear road sign to find it!!

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 3

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 4

The Grounds: 2 Catering: 2

Were there any accommodation problems? Too many beds for

room size in 205. Potential individual school canteen room.

Standard of cleanliness / tidiness? (teacher & pupil) En suite midweek

clean for children & staircases

Standard of Furnishing? 4 - some bunk beds need

replacing

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? More than catered for -

Superb.

How do you rate the packed lunches? NA

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?

Will Glyn Alice Lewis
Afi Marie Sean Niamh

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? SUP, crate stack,

rock climb, kayak

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

Caving

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

Low ropes - some unnecessary risky tree root/shrubs & nails that could be sorted & made safe

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Scavenger Hunt, orienteering (to simple)*

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

Will you be considering a further visit with Manor Adventure? *Yes - biannually*

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

Clear signage to locate

Where did you hear of Manor Adventure? *Google*

What were the reasons for choosing Manor Adventure? *Compared to JCA + PSL and appeared best value for money*

Which centre did you visit last year? _____

What other visits does your school organise? *None*

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? *No.*

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COURSE REPORT FORM

For



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Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

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SCHOOL: PARTY LEADER:
CENTRE: Abernant Lake DATES: 11-15th July 2022
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? (3)
How could we improve our website, www.manoradventure.com?
More photos, examples of menus 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? n/a online (2)
How professional was the Presentation Evening? (2)
How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? (2)
Operations (Rooming, outdoor pursuit programmes, support)? (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: (3)
Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (2)
The Grounds: (1) Catering: (1)
Were there any accommodation problems? n/a rooms very hot & windows hard to open
Standard of cleanliness / tidiness? (teacher & pupil) (2)
Standard of Furnishing? (3)

SECTION 4: Meals

Were the meals of an adequate standard? (1) delicious
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? n/a didn't have
Any other comments? Thank you to all kitchen staff - helpful & friendly.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: (1) Professional: (2)
Which Instructors were motivating / clear / enthusiastic?
Glyn, Shaun, Marie, Dylan
How do you rate the outdoor pursuits? (1)
How do you rate the outdoor pursuit equipment? (2)
What were your pupil's favourite outdoor pursuits? crate stack, water activities
Are there any new outdoor pursuits you would like Manor Adventure to offer? giant swing!
Do you have any suggestions on how we could improve our product or outdoor pursuits? n/a

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the activities*

Which aspect of your stay was least enjoyed? *n/a!*

How do you rate the overall product on a value for money basis? *3*

Will you be considering a further visit with Manor Adventure? *already booked*

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

Where did you hear of Manor Adventure? *online*

What were the reasons for choosing Manor Adventure? *website looked good & school have gone to a different location before*

Which centre did you visit last year? *n/a COVID*

What other visits does your school organise? *day trips 1-2hrs from home*

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: *n/a* Name: *n/a*

Address: Address:

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Lockerbie Manor, Scotland

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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

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 Lake DATES: 15/7 - 17/7
NAME OF ACCOMMODATION: Abernant Lake

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?

All good - it has all the detail you need

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

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

How professional was the Presentation Evening? X

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? X

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

No

Standard of cleanliness / tidiness? (teacher & pupil) Good

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? 1 - good variety

Was there enough to eat? 1 - good portions

Was the food served promptly? 1 - Very quick and on time

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? X

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 great and the pupils really enjoyed sessions and interacting with instructors

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? Crate stacking, Zip line, fencing, Climbing

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

X

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

X

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All aspects - pupils have had a great time!*

Which aspect of your stay was least enjoyed? *none*

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

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? *We have been in the past*

What were the reasons for choosing Manor Adventure? *Llangrannog was cancelled and we have been in the past. Manor adventures were really helpful and fitted us in*

Which centre did you visit last year? *- none but Llangrannog pre Covid -*

What other visits does your school organise? *none*

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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?

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Lockerbie Manor, Scotland

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Le Château du Broutel, France