

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: Abernank Lake DATES: 13<sup>th</sup> - 15<sup>th</sup> June  
NAME OF ACCOMMODATION: Abernank Lake (floor 2)

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 very

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

More up to date pictures + videos etc 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

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2.3 - was quite late + groupings changed from first advised

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 3 - children struggled to hear at points

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 - need soap in rooms Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 4 - good choice, needs more flavour, has been better before

Were there any accommodation problems? Yes but they were fixed. windows difficult to open and rooms got hot

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

Standard of Furnishing? Beds very squeaky

### SECTION 4: Meals

Were the meals of an adequate standard? Yes but could have more flavour + could be more for kids

Was there enough to eat? Yes ↳ Breakfast + lunch great dinner could be better

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? We feel like food has been better in the past when we have visited

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Grace, Paul + other man with Paul on canoe + kayak

How do you rate the outdoor pursuits? 2 - lots to do and lots of opportunities - at points felt rushed

How do you rate the outdoor pursuit equipment? 1 - however not enough of it so lots of time spent

What were your pupil's favourite outdoor pursuits? canoe / kayak, and abseiling + climbing

Are there any new outdoor pursuits you would like Manor Adventure to offer? No just wish we got more high ropes, zip wires etc

Do you have any suggestions on how we could improve our product or outdoor pursuits? more of the selection we bidged included in our programme

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Canoe + kayak for all groups*

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

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

Will you be considering a further visit with Manor Adventure? *Yes - already booked for next year*

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

Where did you hear of Manor Adventure? *N/A*

What were the reasons for choosing Manor Adventure? *Always come here + enjoy our visits*

Which centre did you visit last year? *NA - cond - last residential to Aberran in 2019*

What other visits does your school organise? *Spd on water - water sports many museums + historical houses*

**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