

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: 14 → DATES: 19<sup>th</sup> June ✓  
NAME OF ACCOMMODATION: Abernethy

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?  
..... /

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)? ..... 1  
Preview visit to the centre? ..... N/A

### SECTION 2: Arrivals

General Welcome: ..... 1 Fire Drill: ..... 1  
Room Allocation: ..... 2 Introductory Talk: ..... 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 3 Teacher Accommodation: ..... 2  
Washing & Toilet Facilities: ..... 2 Cleanliness / Hygiene: ..... 2  
The Grounds: ..... 1 Catering: ..... 3

Were there any accommodation problems? metal bunk beds wobbly and noisy some of the rooms very squashed carpet lifting on the entrance / threshold of lots of the rooms  
Standard of cleanliness / tidiness? (teacher & pupil) .....  
Clean and tidy

Standard of Furnishing? good for this type of accommodation

### 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?  
option to have warm milk / hot chocolate before bed

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Janes Paul and Dan were particularly motivating and patient with the children. Grace was helpful and organised and made sure all needs were met & really lovely with the children

How do you rate the outdoor pursuits? very good however group size of 14 meant too much standing around when activities

How do you rate the outdoor pursuit equipment? Very good but not enough equipment for group size of 14

What were your pupil's favourite outdoor pursuits? canoe / kayaking

fencing zip wire (but with option for those not able to complete the ladder obstacle course) Are there any new outdoor pursuits you would like Manor Adventure to offer? (at same activity) element

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

greater consistency as group experience varied depending on instructor some of the younger instructors found it difficult to deliver

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? .....  
*setting and environment*

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

How do you rate the overall product on a value for money basis? .....  
*very 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?  
*opportunity to share specific needs*  
*opportunity <sup>for pupils</sup> to debrief with instructor at end of*  
*each session*

Where did you hear of Manor Adventure? .....  
*have visited previously*

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

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

What other visits does your school organise? .....

**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



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