

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: Manor Adventure DATES: 22-24/06/22
NAME OF ACCOMMODATION: Abersnant 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? 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?

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? N/A Fan in bathroom not working (17) Pupils used teacher bathroom

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

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

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?

Dan was very good during disco - played games to improve atmosphere.

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? Raft building was a particular favourite.

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

Cycling to be offered

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? *Raft building and archery*

Which aspect of your stay was least enjoyed? *Survival skills - they were tired at this point*

How do you rate the overall product on a value for money basis? *1*

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?
Mix up school groups to get to know each other

Where did you hear of Manor Adventure? *Cluster schools*

What were the reasons for choosing Manor Adventure?
Useful transition opportunity for cluster schools to interact

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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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