

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: 20/6/22 - 22/6/22

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? YES

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)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? .....

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

Standard of Furnishing? Mattresses / Pillows need to be improved

### SECTION 4: Meals

Were the meals of an adequate standard? 2

Some meals are better than others

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: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Dan was superb, very encouraging and patient and lots of fun. Archery - miserable

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? .....

All pursuits were enjoyed

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? *A well-organised stay in beautiful surroundings, great activities and agreeable staff.*

Which aspect of your stay was least enjoyed? *The lack of expectations and discipline of other schools.*

How do you rate the overall product on a value for money basis? *2*  
*Expensive compared with Llangrannog*

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?  
*If more activities were offered through the medium of Welsh, more Welsh schools would attend!*

Where did you hear of Manor Adventure? *Another school*

What were the reasons for choosing Manor Adventure?  
*Llangrannog were unable to host*

Which centre did you visit last year? *None - pandemic*

What other visits does your school organise?  
*Llangrannog / Cefn Mably Farm / Oakwood / Folly Farm*

**SECTION 7** *Our cluster schools will be informed about our visit in due course.*

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](http://www.manoradventure.com)



Culmington Manor, England



Lockerbie Manor, Scotland



Abermant 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