

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: 20-22 June

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? ..... N/A

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

If you had a visit from one of our School Journey Advisors: ..... N/A

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)? ..... 2

Operations (Rooming, outdoor pursuit programmes, support)? ..... 2

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

**SECTION 2: Arrivals**

General Welcome: ..... Good Fire Drill: ..... Good

Room Allocation: ..... Introductory Talk: .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... Good Teacher Accommodation: ..... 3

Washing & Toilet Facilities: ..... Very good Cleanliness / Hygiene: ..... 4

The Grounds: ..... 2 Catering: ..... 3

Were there any accommodation problems? ..... Plug stuck in one bathroom - resolved within the hour

Standard of cleanliness / tidiness? (teacher & pupil) ..... 2

Standard of Furnishing? ..... 3

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 3

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: ..... 2 Professional: ..... 2

Which Instructors were motivating / clear / enthusiastic?

Staff were polite and friendly but we felt they could have engaged more with the children

How do you rate the outdoor pursuits? ..... 3

How do you rate the outdoor pursuit equipment? ..... 3

What were your pupil's favourite outdoor pursuits? .....

Climbing wall

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?

More engagement from the instructors when dealing with children. Some well done go a long way

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Relaxed atmosphere and freedom*

Which aspect of your stay was least enjoyed? *The disco on the first evening when the children didn't know each other*

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? *Staff were very helpful and willing to sort out any issues immediately*

Where did you hear of Manor Adventure? *Colleague at partner school*

What were the reasons for choosing Manor Adventure? *Joint school residential*

Which centre did you visit last year? *None*

What other visits does your school organise? *Pioneer Centre, Cleobury Mortimer and Arthog, Fairbourne*

**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