

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: 9th - 11th March 2022
NAME OF ACCOMMODATION: Abernant Lake

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?

There was a 'login' option for schools but no information given, slightly confused.

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? X

How professional was the Presentation Evening? X

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? X

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

Preview visit to the centre? X

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 3

Were there any accommodation problems? All brilliant, only one pupil shower that wasn't working so they had to use friends' showers but all else top notch.

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

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Yes to suit most preferences

Was there enough to eat? Yes - lots. No child went hungry and had lots of choice. Staff were willing to find alternatives for pupils.
Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? X

Any other comments? Labelling vegetarian & fish dishes as halal was confusing for pupils and they required teacher input to understand. Staff were great to fix any problems but one sick child was served halal meat on day one because staff misheard the child.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Stephen / Steven built great rapport quickly, Marie was very patient & supportive of pupils. Tom & Lynsey were supportive & encouraging of pupils.

How do you rate the outdoor pursuits? Excellent, knowledgeable staff & great facilities.

How do you rate the outdoor pursuit equipment? Excellent, without fault.

What were your pupil's favourite outdoor pursuits? Kayaking, archery, rifle shooting, stand up paddle boarding and fencing.

Are there any new outdoor pursuits you would like Manor Adventure to offer? The activities offered are excellent.

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

It would have been great to have a social or community room for children to access between food and activity times.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Outdoor pursuits and activities*

Which aspect of your stay was least enjoyed? *Catering*

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

Will you be considering a further visit with Manor Adventure? *Absolutely*

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

This visit is unlike anything our pupils would have experienced before and we (staff) so appreciate how supportive and patient all centre staff have been

Where did you hear of Manor Adventure? *Previously visited*

What were the reasons for choosing Manor Adventure? *Outdoor pursuits and instructors have always been excellent and having everything on site is ideal*

Which centre did you visit last year? *Abernant Lake (pre-visit)*

What other visits does your school organise? *Yrsgoys Hywel and Atlantis College*

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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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