

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: 14 - 18 March 22  
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? ✓  
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? Yes

How professional was the Presentation Evening? Very

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Very helpful

Operations (Rooming, outdoor pursuit programmes, support)? Very helpful

Preview visit to the centre? N/a

**SECTION 2: Arrivals**

General Welcome: Very helpful, friendly Fire Drill: Well organised

Room Allocation: ✓ 6 sharing 1 shower / toilet caused issues Introductory Talk: ✓

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ✓ Teacher Accommodation: Clean

Washing & Toilet Facilities: very good Cleanliness / Hygiene: ✓

The Grounds: well organised Catering: Good choice, healthy portions

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) Good. Bathrooms very clean.

Standard of Furnishing? Good

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes, absolutely!

Was there enough to eat? Too much ✓

Was the food served promptly? ✓

Were all dietary requirements catered for? Yes, good system, very organised

How do you rate the packed lunches? N/a

Any other comments? Friendly, accommodating staff

Amazing with first aid need!

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic? ★ Bottle gener man!

★ Jordan ★ Josh Ebony Dylan ★ Grace

★ Ewan Tom Affy Lewis Tom Peter/Paul?

How do you rate the outdoor pursuits? Very good, well organised, fun.

First half of raft building needs an enthusiastic instructor and more skill focused - children were disengaged and impatient.

How do you rate the outdoor pursuit equipment? Very good

Should have wetsuits in winter?

What were your pupil's favourite outdoor pursuits? fiddle boarding, cycling

Zip wire Kayak/canoe

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

High ropes for under Rs?

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

Two water activities in winter was too much for our

back2back children

★ Too much time spent inside and outdoor activity was then rushed.

And flying

All awesome!

→ on it with first aid!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? All of it  
Kids have loved every minute every need catered for  
Which aspect of your stay was least enjoyed? After water activities as  
children were so cold & rushing to lunch  
How do you rate the overall product on a value for money basis?  
Brilliant

Will you be considering a further visit with Manor Adventure? Definitely  
Duty Managers were very helpful.

Have you any further general comments which you feel would be useful to us?  
Hotel very cold in winter  
Staff were faultless - Jordan, Josh & Grace went above  
and beyond, couldn't have done any more for us

Where did you hear of Manor Adventure? Google

What were the reasons for choosing Manor Adventure? Availability / Price

Which centre did you visit last year? None Norfolk Lakes in April 2022

What other visits does your school organise? None  
Previously used Kingwood & Grafton Water

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: Address: Name: Address:

manor adventure

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Thank you for every thing :)

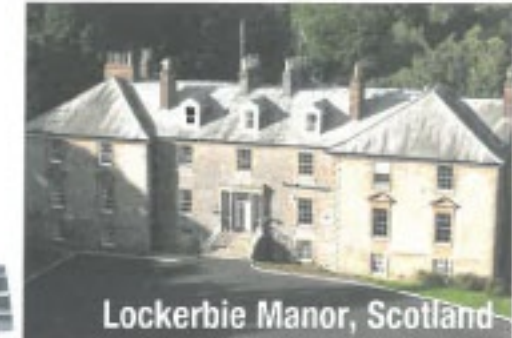
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COURSE REPORT FORM

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