

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 DATES: 9-11 May 2022  
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? 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? NO, none

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

rooms ①

Standard of Furnishing? ①

### SECTION 4: Meals

Were the meals of an adequate standard? yes

Was there enough to eat? yes, generous portions

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? —

Any other comments? We completely understand the volume of children & adult to be fed, but the time allowed for eating felt a little rushed. We've always used meal tins as a part of our visit-table manners etc.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

All the instructors we met were great. Dylan was encouraging to those nervous in SUP. Paul was enthusiastic in Canoeing & Kayaking. James kept the children enthusiastic in mentoring.  
How do you rate the outdoor pursuits? ① excellent activities

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? SUP, canoeing,

Kayaking

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?

possibly if campcraft included something including the fire pit - having a go of flat + steel fire lighting, not groups finished early



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All of the activities*

Which aspect of your stay was least enjoyed? *We enjoyed everything but probably dinner times*

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

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?

*This was our first visit to Abernant & the children & staff have loved the time here. Really well organised, great staff.*

Where did you hear of Manor Adventure? *Had a visit from an advisor a few years ago & our new head has been.*

What were the reasons for choosing Manor Adventure? *the variety of activities on offer all on site, previous centres we've used closing.*

Which centre did you visit last year? *Last centre Talybont (went outdoor ed centre) 2019*

What other visits does your school organise? *Variety of day trips, Disneyland Paris*

**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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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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