

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: 6-8<sup>th</sup> May .....

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? ..... Yes .....

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

Short description of what some of the activities are - e.g Lake challenge - Zip wire and pull aback

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? .....

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: ..... 2 ..... Fire Drill: ..... 1 .....

Room Allocation: ..... 1 ..... Introductory Talk: ..... 2 .....

### 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? .....

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

Standard of Furnishing? ..... Good .....

### SECTION 4: Meals

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

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? .....

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?

Mania when Kayaking

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? .....

Lake Challenge, Obstacle course, 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?

Easier access to Zip Wire - heard ch not able to get up ladder and gutted not to be able to try

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *DISCO - MUSIC WAS NOT TO CHILDREN'S LIKING - AND TOO LONG*

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

*- On day of departure, avoid water based activities for the last session*

*- Sharing Activities with our school - we were with different ~~schools~~ where ever possible*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

*On Availability and able to cater for our cluster of schools number*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Langranog, day visits to local attractions to support the schools curriculum*

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