

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: Manor Adventure DATES: 3rd 6th May 22
Abernant Lakes
NAME OF ACCOMMODATION: Abernant Lakes Hotel

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 - Excellent

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

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

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 2 - Very good Fire Drill: 2 - Very good

Room Allocation: 1 - Excellent Introductory Talk: 2 - very good

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 - Excellent Teacher Accommodation: 1 - Excellent

Washing & Toilet Facilities: 1 - Excellent Cleanliness / Hygiene: 1 - Excellent

The Grounds: 1 - Excellent Catering: 1 - Excellent

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) 1 - Excellent

Standard of Furnishing? 1 - Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Yes - Excellent meals
available all week

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? 1 - Excellent

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 - Excellent Professional: 1 - Excellent

Which Instructors were motivating / clear / enthusiastic?

Yes

How do you rate the outdoor pursuits? Excellent range of
outdoor pursuits

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Water activities +
Abseiling

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

None that comes to mind.

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

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *A slight rushed welcome meeting. Having 20-30 mins extra to settle would be great.*

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

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?

Having 30 mins extra upon arrival to sort medication into groups would be beneficial.

Where did you hear of Manor Adventure? *Colleagues*

What were the reasons for choosing Manor Adventure? *Colleagues recommendations.*

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

What other visits does your school organise? *Residential trips*
years 3 to 6.

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: *N/A* 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