

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 - 11.11.22
NAME OF ACCOMMODATION: ABERNANT

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?
IT'S FIT FOR PURPOSE

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)? V. GOOD

Operations (Rooming, outdoor pursuit programmes, support)? V. GOOD

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: V GOOD Fire Drill: V GOOD

Room Allocation: V GOOD Introductory Talk: V GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: GOOD Teacher Accommodation: GOOD

Washing & Toilet Facilities: GOOD Cleanliness / Hygiene: V GOOD

The Grounds: V GOOD Catering: V GOOD

Were there any accommodation problems? Blocked toilet in one of the girls' rooms. Cold water to shower.

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

Standard of Furnishing? V 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? N/A

Any other comments? The food was generally very good and there was plenty of it.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: V GOOD Professional: V GOOD

Which Instructors were motivating / clear / enthusiastic?

Nearly all the staff were excellent.

How do you rate the outdoor pursuits? V GOOD

How do you rate the outdoor pursuit equipment? V GOOD

What were your pupil's favourite outdoor pursuits? BLIND TRAIL

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

THERE ARE PLENTY OF CHOICES IN OUR OPINION

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

ENSURE HOT WATER IS AVAILABLE IN THE MORNINGS AND EVENINGS TO SHOWER

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *THE VARIETY OF ACTIVITIES*

Which aspect of your stay was least enjoyed? *COLD SHOWERS*

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?

May I thank the staff for your support and concern shown with one of our pupils during a medical emergency.

Where did you hear of Manor Adventure? *I have been visiting for many years*

What were the reasons for choosing Manor Adventure? *location, value for money, good staff*

Which centre did you visit last year? *ABERNANT*

What other visits does your school organise? *Plangyannog and Udd Centre, Cardiff*

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