

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: *7th-11th November*
NAME OF ACCOMMODATION: *Abernant Adventure*

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?

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? *N/A*

How professional was the Presentation Evening? *N/A*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *2*

Operations (Rooming, outdoor pursuit programmes, support)? *3*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *2*

Room Allocation: *2* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *3* Teacher Accommodation: *2*

Washing & Toilet Facilities: *3* Cleanliness / Hygiene: *4/3/1*

The Grounds: *2* Catering: *2*

Were there any accommodation problems? *Resolved several issues along the way (broken doors (locks), changing codes)*

Standard of cleanliness / tidiness? (teacher & pupil) *Acceptable but cleanliness could be better - stains on walls*

Standard of Furnishing? *fine - although outdated*

SECTION 4: Meals

Were the meals of an adequate standard? *Absolute stunning - we all particularly enjoyed the lunches*

Was there enough to eat? *A few of our fussy eaters struggled - as they liked plainer food*

Was the food served promptly? *Yes, very few delays*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches? *N/A*

Any other comments? *NO*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *4*

Which Instructors were motivating / clear / enthusiastic?

Grace - is always very clear + motivating

GP 8 - cycling instructor - very helpful. Dale lots of fun
GP 6 - obstacle course - clear boundaries - strict.
How do you rate the outdoor pursuits?

Good - some were more successful than others

How do you rate the outdoor pursuit equipment?

Good - initiative exercises could be better as could camp craft skills

What were your pupil's favourite outdoor pursuits? *Zip line, fencing, climbing, canoeing / kayaking, blind trail, obstacle course, bikes*

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

penthouse / annex for teachers etc. a spa :- High ropes foc.

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Not with regards outdoor pursuits, but on our second year we feel that the hotel and rooms could do with modernisation

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Most activities, seeing the children in a different environment.*

Which aspect of your stay was least enjoyed?

camp craft session - unfortunately the weather.

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

Very good 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?

We feel that an activities success can be based on the energy, enthusiasm & individual instructors - which has varied.

Where did you hear of Manor Adventure? *We were here last year.*

What were the reasons for choosing Manor Adventure?

Good value for money. We enjoyed our visit in 2021.

Which centre did you visit last year? *The same one.*

What other visits does your school organise? *Day trips - Y6.*

PGL - Year 4 (2 nights / 3 days).

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: *N/A*

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