

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: DATES: 9th - 11th Nov

NAME OF ACCOMMODATION: Abernant Lake 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? 2

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?

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: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems?

Some shower issues / windows

Standard of cleanliness / tidiness? (teacher & pupil)

3

Standard of Furnishing?

4

SECTION 4: Meals

Were the meals of an adequate standard?

2

Was there enough to eat?

definitely, very helpful to our furry eaten. Thanks!

Was the food served promptly?

1

Were all dietary requirements catered for? Yes, thank you!

How do you rate the packed lunches?

Any other comments? Really grateful for the help /

Support with food.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic? (will?)

(Sorry, I can't remember names) -> tall gentleman who completed film studies at 7-8pm was really engaging! Thank you!

How do you rate the outdoor pursuits?

2 - We wish we chose "premium" ... Next time!

How do you rate the outdoor pursuit equipment?

2

What were your pupil's favourite outdoor pursuits?

Canoeing, climbing, shooting

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?

Without the instructor we had, film studies may have lost them a bit. We were grateful to have with the children loved him.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The organisation with the other schools was done perfectly - The pupils liked climbing!*

Which aspect of your stay was least enjoyed? *from the activities*
We could have done with some time reminders (about breaks) for when we were far away etc.

How do you rate the overall product on a value for money basis? *2* 😊

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 had an excellent time - thank you for supporting us with our tricky questions etc. We will be back next time for your premium experiences. Thank you all!

Where did you hear of Manor Adventure? *Previously used Manor.* 😊

What were the reasons for choosing Manor Adventure?
Great value for money and lots of outdoor activity options.

Which centre did you visit last year?

What other visits does your school organise?

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
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Aberhant Lake Hotel, Wales



Lockerbie Manor, Scotland

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