

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: 7th - 11th Nov 22
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? 3
How could we improve our website, www.manoradventure.com?
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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? 1

SECTION 2: Arrivals

General Welcome: 4 Fire Drill: 3
Room Allocation: 3 Introductory Talk:

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3
The Grounds: 2 Catering: 2
Were there any accommodation problems? Problem with a leak was quickly responded to
Standard of cleanliness / tidiness? (teacher & pupil) 2
Standard of Furnishing? 3

All felt a bit manic and rushed - perhaps it was just

SECTION 4: Meals

Were the meals of an adequate standard? 2
Was there enough to eat? portion a good size
Was the food served promptly? Timing system works well
Were all dietary requirements catered for? 2
How do you rate the packed lunches? N/A
Any other comments? When having a late lunch time slot, vegetarian options were not always available.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: Professional:
Which Instructors were motivating / clear / enthusiastic?
Pleased with all the instructors.
How do you rate the outdoor pursuits? 3
How do you rate the outdoor pursuit equipment? All well maintained but how about some slip protection for when wet.
What were your pupil's favourite outdoor pursuits? paddle boards, zip line, high ropes.
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?

manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities were all very*

well organised and the children all enjoyed themselves

Which aspect of your stay was least enjoyed? *Children having to provide*

own bedding/no sheets on their beds/no nightlights or clocks in rooms

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

food was good quality & plenty, the staff were very good & the activities excellent

Will you be considering a further visit with Manor Adventure?

Have you any further general comments which you feel would be useful to us?

It would be useful to have a set of spare

bedding in each teacher room in case of

'accidents or emergencies' - the night with children

vomit cleaning kit would also be useful. This is

provided at other centres we have used

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Needed a new venue

Which centre did you visit last year? *Pioneer Kidderminster*

What other visits does your school organise?

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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:

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For



Culmington Manor, England



Abernant 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

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

It would be useful to have a photo board of visitor names as difficult to remember them all

Centre is used by other schools local

One rack in the dryer room is not sufficient when bringing a large group of children (54)