

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:

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? Not sure about a brochure - the activity prog. & room allocation info was good.

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

More details about food available e.g. a sample menu

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

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: 1 Fire Drill: 2

Room Allocation: 3 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 4

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? Sinks in 119 & 120 didn't drain

properly as plugs were stuck. Would be good to have heating in the bathroom.

Kitchen fan on at Gam v. loud & wakes you up. TV didn't work. (Thanks for the

Standard of cleanliness / tidiness? (teacher & pupil) HDMI cable - much appreciated 😊!

Great 😊

Standard of Furnishing? Serves its purpose! Bed was comfy. Tea & coffee facilities in room was good.

SECTION 4: Meals

Were the meals of an adequate standard? Yes v. good & all needs catered for. Chef was lovely! The vegan says thank you!

Was there enough to eat? Yes!!!

Was the food served promptly? Yes - organised system which worked well.

Would possibly be nice to have the option to eat separately from the children.

Were all dietary requirements catered for? Yes!

How do you rate the packed lunches? N/A

Any other comments? Would be good to know in advance what the meal options are - even if these were just written up on the whiteboard in the morning.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 😊 Professional: 1 😊

Which Instructors were motivating / clear / enthusiastic?

All of them! Everyone was amazing. Particular thanks to Charlie, Caleb, Affy, Will, Maria, Ebony & Grace + Ben!

How do you rate the outdoor pursuits? Brilliant

How do you rate the outdoor pursuit equipment? As above

What were your pupil's favourite outdoor pursuits? Raft building, abseiling & climbing, zip line, archery & stand up paddle boarding.

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

Maybe something linked to animals / animal care i.e. feeding sheep etc?

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

As above

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The wide range of activities offered / Teachers' lounge / Food.*

Which aspect of your stay was least enjoyed? *The kitchen extractor fan in the morning!*

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

Will you be considering a further visit with Manor Adventure? *Yes, definitely - we have already pre-booked.*

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

It was great being able to choose the activities we wanted to do. The flexibility of knowing that the children are able to attend activities without a member of school staff being present at all times was really useful when we had a meeting.

Where did you hear of Manor Adventure? *Word of mouth.*

What were the reasons for choosing Manor Adventure? *Value for money, a wider range of activities than previous centres (+ a bar!!! 😊)*

Which centre did you visit last year? *Morga Bay Adventure*

What other visits does your school organise? *N/A*

SECTION 7 *THANKS FOR EVERYTHING! 😊 ♥*

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? *No.*

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