

Supert admin. pre visit - thank you.

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: 12-16TH SEP. 2022

NAME OF ACCOMMODATION: 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? N/A

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

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3

Room Allocation: (*) Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

(*) Were there any accommodation problems? Having another school with a ch's room in the same section without a teacher.

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? Staff room - excellent (thank you!)

Dining hall very good too

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Plenty!

Was the food served promptly? Yes, very Excellent ~

friendly & helpful

Were all dietary requirements catered for? Yes very well

How do you rate the packed lunches? N/A

Any other comments? We appreciated the bbq &

the variety of choice of meals; thank you

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Grace - superb! Glyn - esp on zip wire, high ropes. Ebony, Lewis, Alice - calm encouraging. Dillon - so good with ch's

How do you rate the outdoor pursuits? excellent; the lake

is amazing

How do you rate the outdoor pursuit equipment? Very well maintained

(maybe a few more smaller paddles if possible!)

What were your pupil's favourite outdoor pursuits? loved the SUP,

high ropes, lake challenge, kayak - loads!!

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

No

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

Charlie - amazing with the ch's -
Affie - great! knows when to have fun, encourage, great teacher
Maybe larger whitewater raft board!

overall although many!
Niamh - great with ch's & understands them.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Enjoyment & building of confidence within & after activities - thank you.*

Which aspect of your stay was least enjoyed?

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

Very good value.

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?

Monica was v friendly & passionate & we appreciate she was new; when on her own with low ropes it wasn't a clear or well led activity, she would benefit from observing more.

Where did you hear of Manor Adventure? *Have been coming for years!*

What were the reasons for choosing Manor Adventure? *Have been coming for years!*

The sheer variety of activities, maturity of instructors, consistency of high quality.

Which centre did you visit last year? *Shropshire.*

What other visits does your school organise?

THANK you once again for a fantastic week. Both James & Grace have been so

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? *helpful - couldn't be better.*

Name: Name: *be better.*

Address: Address:

manor adventure

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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

THANK you.

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