

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: Manor Adventure DATES: 19 - 21st April
NAME OF ACCOMMODATION: Abernare Lakes

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?
..... 2

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)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1 Catering: 2
Were there any accommodation problems? no

Standard of cleanliness / tidiness? (teacher & pupil) 1
Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? yes
Was there enough to eat? yes
Was the food served promptly? yes
Were all dietary requirements catered for? yes
How do you rate the packed lunches? n/a
Any other comments?

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 staff were very pleasant, helpful and encouraging to children
How do you rate the outdoor pursuits? 1
How do you rate the outdoor pursuit equipment? 1
What were your pupil's favourite outdoor pursuits?
Obstacle Course
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?
..... no

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

The children enjoyed everything

Which aspect of your stay was least enjoyed?

.....

How do you rate the overall product on a value for money basis?1.....

.....

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?

Clearly marked areas/trays for luggage on departure day.

.....

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

The school has been using Manor

Adventure for many years and always have a good experience.

Which centre did you visit last year?Manor Adventure Abernant Lakes.

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



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

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: Abemant DATES: 19th April - 21st April
NAME OF ACCOMMODATION: Abemant - Hotel rooms

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? Yes

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

If you had a visit from one of our School Journey Advisors: N/A
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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes - Many thanks to the catering team. Gluten free options = fantastic

Was there enough to eat? Yes

Was the food served promptly? Yes - Impeccable timing

Were all dietary requirements catered for? Yes - Thank You

How do you rate the packed lunches? N/A

Any other comments? Really good choices

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
Charlie very good on abseiling → Afika → Great level of discipline but fair and kind.

Paddle boarding guy with ponytail was amazingly patient + good with chn.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Paddle boarding

Are there any new outdoor pursuits you would like Manor Adventure to offer?
A team building station / crazy golf / zorbing

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Seating available for teachers - obstacle blind trail

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities - Paddle boarding*

Which aspect of your stay was least enjoyed? *N/A*

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

Will you be considering a further visit with Manor Adventure? *Yes - See you next year!*

Have you any further general comments which you feel would be useful to us?
We love the coffee machine + biscuits. They are much appreciated!

Where did you hear of Manor Adventure? *Used for years*

What were the reasons for choosing Manor Adventure?
Impressed with service - bespoke experience - very accomodating.

Which centre did you visit last year? *Abemant + Chateau du Broutel*

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? *N/A.*

Name: Name:

Address: Address:

manor adventure

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