

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 hokeg DATES: 13-17 Feb 23

NAME OF ACCOMMODATION: Hawthorn

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? (1)

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: (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: (1)

Were there any accommodation problems?

(1) Standard of cleanliness / tidiness? (teacher & pupil) All rooms clean + tidy on arrival - communal areas welcoming

Standard of Furnishing? (1)

SECTION 4: Meals

Were the meals of an adequate standard? (1) Plenty of choice

Was there enough to eat? (1) more than adequate + very accomodating to pupil tastes

Was the food served promptly? (1)

Were all dietary requirements catered for? (1) 1 vegan + 1 veg in our party - both happy

How do you rate the packed lunches? NA

Any other comments? Kitchen staff were extremely helpful + friendly. Our kids actually wanted to say goodbye!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: (1) Professional: (1)

Which Instructors were motivating / clear / enthusiastic?

Dylan, Jen, Afj, plus more but leshyn + Will didn't catch everyones name!

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? Aero ball, rifle shooting, zip line, archery + survival skills

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? Not to have 2 wet activities back to back as kids

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Having a range of activities for children to try + being encouraged to try by instructors.*

Which aspect of your stay was least enjoyed? *The wet activities - but purely because of the cold!*

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?

- The staff's knowledge of the area kept the children interested and encouraged them to ask more questions.*
- The two new members of staff were really relatable to our kids.*
- Instructor styles were engaging for all. (Jestyn + Will)*

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *As above ↑*

Which centre did you visit last year? *This one*

What other visits does your school organise? *General educational*

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: Culminoton Manor, Craven Arms, Shropshire, SY7 9BY

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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