

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: Abernont Lake Hotel DATES: 5th - 7th July 2023  
NAME OF ACCOMMODATION: Abernont 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? Yes

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

Very informative

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)? ①

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

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: ① Fire Drill: ①

Room Allocation: Disappointing staff room Introductory Talk: ①

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ② Teacher Accommodation: ② Apart from the one that was in a

Washing & Toilet Facilities: ② Cleanliness / Hygiene: Need soap in bathrooms to child's room.

The Grounds: ① Catering: 3 Fly traps were a bit off putting when eating

Were there any accommodation problems? Only the staff in a child's room.

Standard of cleanliness / tidiness? (teacher & pupil) Good apart from there should be soap in the toilets for when children have been to the bathroom.

Standard of Furnishing? ③

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes there was a choice for everyone and very organised with dietary needs.

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 especially Will Professional: ① All staff especially Will  
⑤ Grace she was unwilling or not to see to Arkard.

Which Instructors were motivating / clear / enthusiastic?  
Will was very good especially with our SEN 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? Water activities + Fencing

Are there any new outdoor pursuits you would like Manor Adventure to offer? Will try the new one next year.

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

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All the activities*

Which aspect of your stay was least enjoyed? *The struggle to get help when we needed first aid*

How do you rate the overall product on a value for money basis? *Some we were sitting around for a long time. ~~Some~~ Bushcraft + orienteering didn't really need 1 1/2 hour. We don't do a lot of forest school.*

Will you be considering a further visit with Manor Adventure? *Yes. So kids found it boring.*

Have you any further general comments which you feel would be useful to us? *Grace needs to learn pupil skills. If she is working with the public and children she needs to be more willing to help people.*

Where did you hear of Manor Adventure? *been here before*

What were the reasons for choosing Manor Adventure? *Close to school*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Langrannog*

**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

## 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: Manor Adventure DATES: 3-7<sup>th</sup> July  
NAME OF ACCOMMODATION: Camping village

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

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

More pics of new camping village

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

Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening? -

How did you rate our pre-visit administration? good

Customer Services (Bookings, payments, support)? good

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

Preview visit to the centre? good

### SECTION 2: Arrivals

General Welcome: very good Fire Drill: very good

Room Allocation: very good Introductory Talk: = unsure

→ if this was tour, children still unclear about facilities.

### SECTION 3: Centre Facilities

Pupil Accommodation: good Teacher Accommodation: good

(more lights needed) Washing & Toilet Facilities: Cleanliness / Hygiene: good

The Grounds: very good

Were there any accommodation problems? No

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

(would be excellent but pupils in house above had dropped litter into camping village)

Standard of Furnishing? N/A

→ Camping chairs + benches were

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - plenty!

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

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

No

How do you rate the Centre Staff / Instructors?

Helpful: excellent Professional: excellent

Were the Instructors motivating / clear / enthusiastic? Most were excellent!!!

- some lack of motivation on scavenger hunt

How do you rate the outdoor pursuits?

excellent

How do you rate the outdoor pursuit equipment?

very good

What were your pupil's favourite outdoor pursuits?

Zip wire, blind trail, abseiling

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?

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ...Activities and structured time

Which aspect of your stay was least enjoyed? ...Disco (also due to behaviour + tiredness of pupils)

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

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? ...Children had a great week. One accident with paddle boarding car was an accident between pupils but perhaps safety talk + not allowing children to grab own from pile on floor could prevent for next time.

Where did you hear of Manor Adventure? ...online + staff member

What were the reasons for choosing Manor Adventure? ...discount and quality of experience

Which centre did you visit last year? ...P&L

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: .....



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

# manor adventure

## COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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Le Château du Broutel



Le Château de Warsy

