

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: DATES: 14-16-7-23
NAME OF ACCOMMODATION: Abemant 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

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? Yes

How professional was the Presentation Evening? Excellent

How did you rate our pre-visit administration? Excellent

Customer Services (Bookings, payments, support)? Excellent

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

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 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? No

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

Standard of Furnishing? 3

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 3

Was there enough to eat? Yes 1

Was the food served promptly? Yes 1

Were all dietary requirements catered for? Yes 1

How do you rate the packed lunches? ✓

Any other comments? ✓

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

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? SWP

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

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

Make the last session start at 6:30 - Too much waiting around and kids get 'niggly'

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Freedom & safety of site*

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

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

*Appreciated staff lounge / bar
Great staff really good with children
Staff rooms - TV & Tea/coffee appreciated*

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *Recommendations*

Which centre did you visit last year? */*

What other visits does your school organise? *Used to go to Llanganog*

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, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy



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: 10th - 14th July 2023
NAME OF ACCOMMODATION: Main house

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 ?

enlarge photos for phone uses

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?

How did you rate our pre-visit administration? N/A

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No

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

Standard of Furnishing? 1

Good facilities for all, for pupils and staff

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes very good and good choice

Was there enough to eat? Far too much!!

Was the food served promptly? Yes

Were all dietary requirements catered for? Excellent

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 might have met him but not formally introduced

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic?

Generally, some more than others. They loved Charlie, Ebony, Alee, Ryan

How do you rate the outdoor pursuits? 2

Very good, good range

How do you rate the outdoor pursuit equipment? 2

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

Blind trail, Canoeing and Kayaking

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?

Recycling!

Consistency of staff with rules / clothing required

Learning pupils names

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Weather!!!*

How do you rate the overall product on a value for money basis? *Generally good why more for certain activities ie crate stacking!*

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?

Photos with instructors names and some to introduce themselves more at the start of sessions.

Vending machines locked at certain times!

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

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Norfolk 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 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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We hope you have enjoyed your visit with us



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SCHOOL: PARTY LEADER:
CENTRE: *Abemant* DATES: *14/7 → 16/7/23*
NAME OF ACCOMMODATION: *Abemant 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

How could we improve our website, www.manoradventure.com ? *n/a*

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)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre? *n/a*

SECTION 2: Arrivals

General Welcome: *Very Good* Fire Drill: *Excellent*

Room Allocation: *Excellent* Introductory Talk: *Excellent*

SECTION 3: Centre Facilities

Pupil Accommodation *Good* Teacher Accommodation: *Good*

Washing & Toilet Facilities: *Good* Cleanliness / Hygiene: *Very Good*

The Grounds: *Excellent*

Were there any accommodation problems? *Shower thermostats were difficult to control - very hot water*

Standard of cleanliness / tidiness? (teacher & pupil)

..... *Very good*

Standard of Furnishing? *good*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *Excellent*

..... *- good choice*

Was there enough to eat? *Yes*

.....

Was the food served promptly? *Yes*

.....

Were all dietary requirements catered for? *Yes*

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How do you rate the packed lunches? *n/a*

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Any other comments?

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SECTION 5: Centre Staff & Outdoor Pursuits

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

..... *Yes*

How do you rate the Centre Staff / Instructors?

Helpful: *Excellent* Professional: *Excellent*

Were the Instructors motivating / clear / enthusiastic?

..... *Yes - Excellent*

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?

..... *Waterbased activities*

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

..... *Quads*

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

..... *Provide an evening activity for children*

..... *eg Quiz, Bingo, Disco etc.*

.....

.....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?
activities

Which aspect of your stay was least enjoyed?
Would prefer the last activity to start earlier

How do you rate the overall product on a value for money basis?
Good value ~ contribution to transport helped

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?
Teachers room/bar appreciated
Hydian (instructor) ~ amazing with our ASD kids

Where did you hear of Manor Adventure?
Phone call

What were the reasons for choosing Manor Adventure?
Cost

Which centre did you visit last year?
n/a

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:

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