

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: *5-9 June* .....

NAME OF ACCOMMODATION: .....

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? ..... *NA* .....

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

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? ..... *1* .....

**SECTION 2: Arrivals**

General Welcome: ..... *1* ..... 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: ..... *2* .....

The Grounds: ..... *1* ..... Catering: ..... *1* .....

Were there any accommodation problems? .....

Standard of cleanliness / tidiness? (teacher & pupil) ..... *rooms ok, stairwell + corridor not good* .....

Standard of Furnishing? ..... *3* .....

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... *more than adequate* .....

Was there enough to eat? ..... *1* .....

Was the food served promptly? ..... *1* .....

Were all dietary requirements catered for? ..... *1* .....

How do you rate the packed lunches? ..... *Don't know yet* .....

Any other comments? ..... *Very friendly* .....

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: ..... *3* ..... Professional: ..... *4* ..... *— Grace looking into this 9/6/23*

Which Instructors were motivating / clear / enthusiastic?

..... *Reuben* .....

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? ..... *Zip line / climbing / rifle shooting* .....

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?

..... *Be more consistent across instructors* .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Some instructors*

How do you rate the overall product on a value for money basis? *2*

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?

*Staff not to still be using wash machine at midnight. Some instructors do not know enough about what they are saying.*

Where did you hear of Manor Adventure?

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

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 Fax: 01584 861367 www.manoradventure.com

# manor adventure

## COURSE REPORT FORM

For



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 de Warsy & Le Château du Broutel



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: 5-7th 06 23  
NAME OF ACCOMMODATION: Abernant

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?  
Videos of what they must bring

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)? ..... 2

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: ..... 2 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 1 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 1 Catering: ..... 2

Were there any accommodation problems? ..... —

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

Standard of Furnishing? ..... 2

### SECTION 4: Meals

Were the meals of an adequate standard? ..... 2

Was there enough to eat? ..... 2

Was the food served promptly? ..... 1

Were all dietary requirements catered for? ..... 1

How do you rate the packed lunches? ..... —

Any other comments? ..... Sales available for evenings too

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?  
Charles / Dale / Marie

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? ..... climbing / abseil / 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? ..... —



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Seeing children being 'pushed' / encouraged to new limits =*

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

How do you rate the overall product on a value for money basis? *2*

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?

Where did you hear of Manor Adventure? *been here many times*

What were the reasons for choosing Manor Adventure? *Always consistently good*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Haystack*

**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