

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: 16-18 June

NAME OF ACCOMMODATION: Abernant 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?
No need, all good.

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: 1

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? 1 plenty of choice

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? ✓

Any other comments? Superb in catering for children who have allergies and general fussy eaters due to ASD

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Sophie, Alice, overall all were engaging and encouraging.

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? Lake Challenge, SUP, 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?

More Planning for activities such as Campfire and Canoeing / Kayaking.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All aspects*

Which aspect of your stay was least enjoyed? *Camp fire*

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 instructors were well resourced when it came to fire weather stopping activities, every child still engaged and enjoyed.

Where did you hear of Manor Adventure? *Provas Seurs*

What were the reasons for choosing Manor Adventure? *positive previous experiences*

Which centre did you visit last year? *Abernut*

What other visits does your school organise? *Sporting events and days*

SECTION 7

Thank you for everything, See you next year.

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

Cancelled events were

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CENTRE: Abernank DATES: 16th - 18th June

NAME OF ACCOMMODATION: Abernank 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?

All good, no improvements needed

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: /

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, catered for all

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? /

Any other comments? Fantastic support for a pupil with Type 1 diabetes. Thank you

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Sophie, Alice. Overall every staff member provided a brilliant experience

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? Lake Challenge, Stand up paddle boards

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?

Camp fire activity, slightly better organised.

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Camp fire*

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?

Thunderstorms stopped activities on Saturday evening but staff response was excellent and pupils enjoyed the session.

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

What were the reasons for choosing Manor Adventure? *We have been coming for a number of years and it is always very positive.*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Sporting events day trips.*

Also those pupils who missed out were able to do the activities on Sunday!

*Thank you!
See you next year!*

SECTION 7

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CENTRE: Abernant DATES: 16-18th 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? Yes, 2

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? ~~Yes~~ Teams Yes

How professional was the Presentation Evening? 2 - however he said all

How did you rate our pre-visit administration? children would have hot chocolate and they haven't!

Customer Services (Bookings, payments, support)? A lot of emails

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? N/A

SECTION 2: Arrivals - would like a visual map of room location would be helpful for us to locate children close to teachers

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 3 *i.e. ones that need to be next to a teachers room*

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2 - hand soap

Washing & Toilet Facilities: 2 - hand soap Cleanliness / Hygiene: mattress are very stained. 3/4

The Grounds: 1 Catering: 4

Were there any accommodation problems? No - room 118 window doesn't stay open

Standard of cleanliness / tidiness? (teacher & pupil) Mattresses are very stained and smell

Standard of Furnishing? 2

* Behaviour in dinnerhall is inappropriate in front of children i.e. loud burping and daving milk from a bottle

SECTION 4: Meals *Really important to note that the staff are lovely and very accomodating, will always provide for fussy eaters. DIOLITA!!*

Were the meals of an adequate standard? Yes - adequate

Was there enough to eat? Yes - but not much choice / variation

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? Very poor that a child was served a mouldy upstate salad food needs to be covered from the flies, need more healthy options i.e. brown bread; fruit has flies on and the bananas were very green

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Helpful: 1 * Professional: Varies - Bethan, Sophie, Lestyn, Will - really lovely with our Dawn Syndrome pupil

Which Instructors were motivating / clear / enthusiastic? Some instructors were more interested in chatting with others. Ryan & Charlie - very good during the team games. Ebony - good with children during raft building

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; Abseiling; all water activities

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

Quad hiking? Maybe a night around a fire roasting marshmallows

Do you have any suggestions on how we could improve our product or outdoor pursuits? No

coeliac pupil who has a visual impairment
Amazing without a wheelchair - Bethan - great with kayaking - Stand out as excellent

SECTION 6: Overall Assessment

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

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

How do you rate the overall product on a value for money basis? *Activities - good
food - adequate*

Will you be considering a further visit with Manor Adventure? *Yes - as a cluster
next April*

Have you any further general comments which you feel would be useful to us?
*Yes, the lack of Welsh is very disappointing - no signage,
instructors speak Welsh but were not with us, basic use
of 'diolch', 'bore da' would be nice*

Where did you hear of Manor Adventure? *website*

What were the reasons for choosing Manor Adventure? *Offered good outdoor
adventurous activities*

Which centre did you visit last year? */*

What other visits does your school organise? *Llangrannog*

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