

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Chn loved also having 'free' time to be outside*

Which aspect of your stay was least enjoyed? .....

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

Will you be considering a further visit with Manor Adventure? *Yes - we come every year and love coming back*

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? *come every year*

What were the reasons for choosing Manor Adventure? *come every year and love it*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Y5 overnight (1 night) camping*

**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

School .....

Date *12<sup>th</sup> - 14<sup>th</sup> June 23*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[Signature]</i>	
Grace Hurley	<i>[Signature]</i>	
Dewi Jones	<i>[Signature]</i>	
Andy Gibson	<i>[Signature]</i>	
Carol Evans	<i>[Signature]</i>	
Josh Hughes	<i>[Signature]</i>	
Emailed	<input checked="" type="checkbox"/>	
Google review link sent	<input checked="" type="checkbox"/>	
Ebony Halliwell	<input checked="" type="checkbox"/>	



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: Aberrant Lake DATES: 12<sup>th</sup>-14<sup>th</sup> June 2023  
NAME OF ACCOMMODATION: Aberrant 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? 1

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

Virtual tour of site? or more photos of rooms

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

Did he provide a fair description of our centre and product? did not have

How professional was the Presentation Evening? did not have

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: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 3

Were there any accommodation problems? A few issues with locks and doors - fixed quickly when reported

Standard of cleanliness / tidiness? (teacher & pupil) Great 😊

Standard of Furnishing? Bit dated, bunks creaky which kept children up, rooms too hot, windows don't open very well - chn struggled to sleep

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - lots of types

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? Sometimes bland

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Kyle - great, Dave - really fun, Carl - fab mix of up to Calvin - very encouraging

How do you rate the outdoor pursuits? Great - wish we had zip wire though!

How do you rate the outdoor pursuit equipment? Great!

What were your pupil's favourite outdoor pursuits? Fencing, paddle board, rock build, abseil / climbing

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

No