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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: Wales ..... DATES: 23rd - 26th June .....  
NAME OF ACCOMMODATION: Lake Abernart lodge .....

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?  
.....

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)? .....

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

Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: 2 ..... Fire Drill: 2 .....

Room Allocation: 3 ..... Introductory Talk: 3 .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 3 ..... Teacher Accommodation: 4 .....

Washing & Toilet Facilities: 3 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 2 ..... Catering: 3 .....

Were there any accommodation problems? No hot water (- 301) .....

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

Standard of Furnishing? Bunk beds need sorting .....

**SECTION 4: Meals**

Were the meals of an adequate standard? acceptable except  
dry and not a lot of choice .....

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? .....

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

How do you rate the Centre Staff / Instructors?

Helpful: 2 ..... Professional: 3 .....

Which Instructors were motivating / clear / enthusiastic?

No not all, we had 3 who were not motivating or  
knew what tasks they were completing. (Sophie +  
Ryan not prepared for  
sessions).  
How do you rate the outdoor pursuits? 2 .....

TEUN - not  
motivating at all -  
sucked the life out  
of everyone  
How do you rate the outdoor pursuit equipment? 3 .....

What were your pupil's favourite outdoor pursuits? the wall and the  
Lake (although could have been cleaned a little bit) .....

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

a choice of steps to the zip wire, to eliminate no  
accessibility to all.

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

please see above .....

**SECTION 6: Overall Assessment**

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

Which aspect of your stay was least enjoyed? *blind trail*

How do you rate the overall product on a value for money basis? *3*

Will you be considering a further visit with Manor Adventure? *yes booked*

*Norfolk for next year*

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

*No*

Where did you hear of Manor Adventure? *last year*

What were the reasons for choosing Manor Adventure?

*previous bookings*

Which centre did you visit last year? *Wales*

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

School. ....

.....Date *23rd - 26th June*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths		
Grace Hurley	<i>S</i>	<i>TEUN spoken to on day.</i>
Dewi Jones		
Andy Gibson	<i>a</i>	
Carol Evans		
Josh Hughes		
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell		

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