

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: 12-14 June 2023  
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?  
/

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) Rooms clean & tidy

for both pupils & staff

Standard of Furnishing? furnishings are good in the rooms

### SECTION 4: Meals

Were the meals of an adequate standard? Yes 1

Was there enough to eat? 1 Very generous portions, staff were great with children who don't like the options

Was the food served promptly? 1 yes

Were all dietary requirements catered for? 1 yes, one of the staff is gluten free & felt the food provided was great.

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: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All staff we had for activities were great. Even though we only saw some for one activity they took time to build relationships with the children through fun & humor.  
How do you rate the outdoor pursuits? 1 All activities were great!

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Kayaking, canoeing were very popular with this group (though they enjoyed everything we did)

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? *The activities we did*

Which aspect of your stay was least enjoyed? *Getting the children to sleep on the first night!*

How do you rate the overall product on a value for money basis? *While we know some families have struggled with the cost it is excellent value for money with the amount of activities they do*

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? *previously visited (last year)*

What were the reasons for choosing Manor Adventure? *The range & number of activities on offer*

Which centre did you visit last year? *Year 5 Abernaut, Year 6 Culmington*

What other visits does your school organise? *general day trips to educational places plus Warner Bros London, Cadbury World*

**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 *12-14 June*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<input checked="" type="checkbox"/>	
Grace Hurley	<input checked="" type="checkbox"/>	
Dewi Jones	<input checked="" type="checkbox"/>	
Andy Gibson	<input checked="" type="checkbox"/>	
Carol Evans	<input checked="" type="checkbox"/>	
Josh Hughes	<input checked="" type="checkbox"/>	
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