

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: Abernart DATES: 23rd - 26th June
NAME OF ACCOMMODATION: Abernart

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?
N/A

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product? N/A

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)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 3

Were there any accommodation problems? Issues with shower in particular hot water/pressure

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? N/A

How do you rate the packed lunches? N/A

Any other comments? Not all meal times were child friendly especially for our younger children. In particular the Friday menu (curry meatballs & pasta, pie + new potatoes etc)

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
Ebony, Charlie, Iestyn, Will, Ryan

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? Paddleboarding, Canoe, Kayaking, Obstacle, Low Ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer? Evening Campfire & Songs would be enjoyable

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

Rifle) Archery - children having to wait long periods of time for second turns with no activity/entertainment
Planning for the raft building is NOT needed - really unmotivated the children / got fed up

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Outdoor pursuits*

Which aspect of your stay was least enjoyed? *Raft building session 1 (planning) -*

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?
Tuck / Gift shop would be ideal. No 'novelty' gifts & souvenirs.

Where did you hear of Manor Adventure? *Past visit*

What were the reasons for choosing Manor Adventure? *Past visit*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *None as of yet*

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: *23-26th June*

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 to Caroline		
Emailed school google review link		
Ebony Halliwell		



Culmington Manor, England



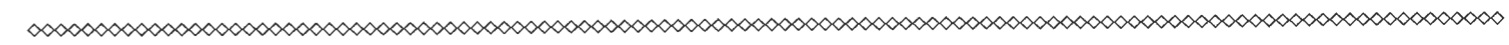
Abernant Lake Hotel, Wales



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