

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 lake Hotel DATES: 19th - 23rd June 2023
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? Excellent

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

Maybe a list of things they may need to wear for each activity like the ones on their doors.

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

Did he provide a fair description of our centre and product? Yes!

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent!

Operations (Rooming, outdoor pursuit programmes, support)? Excellent!

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent! Fire Drill: Excellent!

Room Allocation: Excellent! Introductory Talk: Excellent!

SECTION 3: Centre Facilities:

Pupil Accommodation: Very Good! Teacher Accommodation: Excellent!

Washing & Toilet Facilities: Very Good! Cleanliness / Hygiene: Excellent!

The Grounds: Excellent! Catering: Very Good!

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Excellent!

Standard of Furnishing? Excellent!

SECTION 4: Meals

Were the meals of an adequate standard? Not every day for those with dietary requirements but BBQ was excellent!

Was there enough to eat? Yes! But maybe after final activity there was a snack option!

Was the food served promptly? Yes!

Were all dietary requirements catered for? Most of the time

How do you rate the packed lunches? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent! Professional: Excellent!

Which Instructors were motivating / clear / enthusiastic?

Alice, Charlie, Ebony, Dave, Will, Assie, Dylan and Mike - but all staff were fab! :)

How do you rate the outdoor pursuits? Excellent!

How do you rate the outdoor pursuit equipment? Excellent!

What were your pupil's favourite outdoor pursuits? paddle boarding and aeroball

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The water activities and cycling.*

Which aspect of your stay was least enjoyed? *The lack of sleep but that isn't anything you can do!*

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

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?

We just want to say thank you so much for everything. The children have loved all the activities and that is down to all of you!

Where did you hear of Manor Adventure? *We have been before!*

What were the reasons for choosing Manor Adventure? *We have been to Norfolk Lakes with Year 5 and have been before.*

Which centre did you visit last year? *Abernant lake*

What other visits does your school organise? *Norfolk Lakes*

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? *N/A*

Name: Name:

Address: Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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School.

Date. *19th - 23rd June*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[Signature]</i>	
Grace Hurley	<i>[Signature]</i>	
Dewi Jones	<i>D.J.</i>	
Andy Gibson	<i>[Signature]</i>	
Carol Evans	<i>C.E.</i>	
Josh Hughes	<i>[Signature]</i>	
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell		



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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