

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: Abenmont Lake DATES: 21st - 23rd June

NAME OF ACCOMMODATION:

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?
/

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

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)? 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 overall. room very cramped. Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? No

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

Standard of Furnishing? Very Good

SECTION 4: Meals

Were the meals of an adequate standard? Excellent

Was there enough to eat? Excellent

Was the food served promptly? Excellent

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

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? Climbing, abseiling, archery, kayaking

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?
some benches down by the lake

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything*

Which aspect of your stay was least enjoyed? *Camp craft*

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

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? *visited previously*

What were the reasons for choosing Manor Adventure? *Location, good value*

Which centre did you visit last year? */*

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: *21st - 23rd June*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[initials]</i>	
Grace Hurley	<i>[initials]</i>	
Dewi Jones	<i>DJ</i>	
Andy Gibson	<i>[initials]</i>	
Carol Evans	<i>CE</i>	
Josh Hughes	<i>[initials]</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