

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 DATES: 6<sup>th</sup> - 10<sup>th</sup> March

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? (2)

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

Longer, more in depth video.

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? N/A

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? 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: (3)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (2)

The Grounds: (1) Catering: (1)

Were there any accommodation problems? Hot water; would nice having access to hot shower before 7am.

Standard of cleanliness / tidiness? (teacher & pupil) (1) Very tidy - thank you

Standard of Furnishing? (3) Drainage at 1<sup>st</sup> floor not very efficient, quite an unpleasant smell

### SECTION 4: Meals

Were the meals of an adequate standard? Yes, lots of choice (1)

Was there enough to eat? (1) Always, staff and pupils very satisfied.

Was the food served promptly? (1) Yes, always.

Were all dietary requirements catered for? (1) Yes

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: (1) Professional: (2)

Which Instructors were motivating / clear / enthusiastic?

Charlie, Ebony, Sophie, Miamh  
~~Libby~~

How do you rate the outdoor pursuits? (1) Wide/varied range of activities.

How do you rate the outdoor pursuit equipment? (1) High standard, and well maintained.

What were your pupil's favourite outdoor pursuits? Climbing / Abselling, Assault course

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? Upgrade / maintenance of building/accommodation.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The variety of activities and consistent standard of delivery by instructors.*

Which aspect of your stay was least enjoyed? *Due to weather conditions, some children struggled with water activities.*

How do you rate the overall product on a value for money basis? *(2)*

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?

*Consistency of instructor training very apparent, taking note of medical and safeguarding needs well.*

Where did you hear of Manor Adventure? *Through colleagues/research.*

What were the reasons for choosing Manor Adventure? *Location/proximity, a wide selection of activities available on site.*

Which centre did you visit last year? *Manor Adventure - Abernaut*

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**

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# manor adventure

## COURSE REPORT FORM

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