

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: C PARTY LEADER: ✓

CENTRE: Abernant DATES: 16/03-20-03

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? Yes.

How could we improve our website, www.manoradventure.com?
Contact number more accessible.

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? Yes.

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Yes

Operations (Rooming, outdoor pursuit programmes, support)? Yes

Preview visit to the centre? Yes, good.

SECTION 2: Arrivals

General Welcome: Positive Fire Drill: Easy to follow.

Room Allocation: Positive Introductory Talk: Clear

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good.

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? N/A.

Standard of cleanliness / tidiness? (teacher & pupil) little bit of litter from students upon departure

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Yes, very good and substantial amount of food

Was there enough to eat? Plenty.

Was the food served promptly? Yes.

Were all dietary requirements catered for? Yes.

How do you rate the packed lunches? N/A.

Any other comments? Thank you for the lovely services provided.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10 Professional: 10

Which Instructors were motivating / clear / enthusiastic?

Yes, yes + yes. Rhidian, Emily, Alice Dale

How do you rate the outdoor pursuits? Good.

How do you rate the outdoor pursuit equipment? Good.

What were your pupil's favourite outdoor pursuits? Kayaking, Abseiling

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? *so many activities, very inclusive*

Which aspect of your stay was least enjoyed? *Falling off the raft during raft building*

How do you rate the overall product on a value for money basis? *10/10*

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? *Online*
What were the reasons for choosing Manor Adventure? *Location, activities, accommodation*

Which centre did you visit last year? *None*

What other visits does your school organise? *Day trips*

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

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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