

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 DATES: 20th - 23rd March

NAME OF ACCOMMODATION: MANOR ADVENTURE - ABERNANT

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? 1

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

2 Add downloadable or list of items to bring - parents lose letters.

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

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 Ebony was amazing!

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3 -> we didn't know about it - heard from other teachers.

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 2 - Food was lovely.

Was there enough to eat? 3 - If you were one of the last sittings some options weren't available

Was the food served promptly? 1 - lovely staff

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? More veg options / maybe pasta

separate from the sauces - some didn't eat alot or nothing but would have worked around plain pasta.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All were delightful and supportive of the children

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Abseiling / climbing, Paddleboarding / Obstacle

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

Some indoor options for really bad weather

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?
All of the activities - children's achievements

Which aspect of your stay was least enjoyed?
'Free time' - children running around (other schools)

How do you rate the overall product on a value for money basis?
3

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? *for independence*
→ No clocks work on floors → hard
Set bed time as in latest all children should be in rooms. The running around the centre has been horrendous - children knocking others.

Where did you hear of Manor Adventure? *Been before!*

What were the reasons for choosing Manor Adventure? *Loved it when came with another school.*

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

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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