

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: 22nd - 24th May 2023

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? ~~4/5~~ 2

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

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: 1 ..... Fire Drill: 1 .....

Room Allocation: 1 ..... Introductory Talk: 1 .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 2 ..... Teacher Accommodation: 2 .....

Washing & Toilet Facilities: 2 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 2 ..... Catering: 2 .....

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 3

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

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? Could there be a salad bar at all meal times

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 2 ..... Professional: 2 .....

Which Instructors were motivating / clear / enthusiastic?

There was a range depending on the instructor.

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Obstacle Course, Low Ropes, Paddle Boarding

Are there any new outdoor pursuits you would like Manor Adventure to offer? Go-Kating / Quad Biking

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

We do feel in some activities, more pupils could be doing more. There is a lot of

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Range of activities*  
Which aspect of your stay was least enjoyed? *The Weather (not your fault)*  
How do you rate the overall product on a value for money basis? *It is good value for money*  
Will you be considering a further visit with Manor Adventure? *Yes, definitely*

Have you any further general comments which you feel would be useful to us?

*Have more things in place for very bad weather*

Where did you hear of Manor Adventure? *We have been coming for years*

What were the reasons for choosing Manor Adventure? *Close to home, great activities, all children under one roof*

Which centre did you visit last year? *This one*

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: .....



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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