

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: Abemant Lake DATES: 8-12th May 2023
NAME OF ACCOMMODATION: Abemant Lake Hotel

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?
.....

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

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)? —

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

Preview visit to the centre? —

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1 *very clear*

..... *Allocated quarters*

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 1

Were there any accommodation problems? None

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

Standard of Furnishing? Excellent!

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Plenty!

Was the food served promptly? Like the organised times for food

Were all dietary requirements catered for? All

How do you rate the packed lunches? Good!

Any other comments? Allocated tables to our group was really beneficial

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
Very

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? Paddleboard, Blind Trail (they got v. muddy!!) High Ropes

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?
Kit list - more kids friendly in rooms!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ...*food, water activities, team building*.....

Which aspect of your stay was least enjoyed? ...*low ropes*.....

How do you rate the overall product on a value for money basis? ...*Excellent value*.....

Will you be considering a further visit with Manor Adventure? ...*Yes - but with increasing costs this could change*.....

Have you any further general comments which you feel would be useful to us? ...*as we also have to include travel costs (boat + coach) coming from the Isle of Man*.....

Where did you hear of Manor Adventure? ...*been hear for the past*.....

What were the reasons for choosing Manor Adventure? ...*15 years - we like how its organized*.....

Times of activities, amount of heating, structure etc

Which centre did you visit last year? ...*Venture Centre (IOM)*.....

What other visits does your school organise? ...*none other than above!*.....

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:

Address:

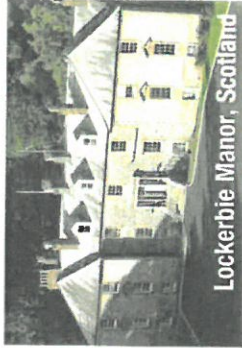
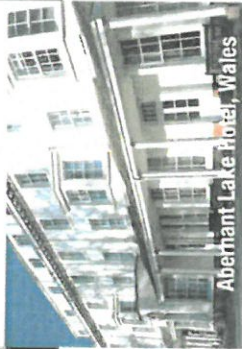
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manor adventure

COURSE REPORT FORM

For



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



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

