

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: 8-12 MAY 2023  
NAME OF ACCOMMODATION: ABERNANT 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?

*Has add you need on there - kept as updated as required Facebook page etc useful too.*  
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 (Rooming morning, then 1 book)

**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: ..... 3 Cleanliness / Hygiene: ..... 3  
The Grounds: ..... 1 Catering: ..... 1

Were there any accommodation problems? *Only that when having to sleep in small dorm as adult you get disturbed by children etc.*

Standard of cleanliness / tidiness? (teacher & pupil) *Not problems - all good*

*Facilities - all facilities are complaints. All good with kids makes their mess!*

Standard of Furnishing? *3 All good - again a good standard*  
*Part 1 - 1 2 1 1 - 1 1 1 1 1*

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... Excellent (1)

Was there enough to eat? ..... Always

Was the food served promptly? ..... Always

Were all dietary requirements catered for? *Yes - and other needs able to be accommodated if required e.g. busy eaters.*

How do you rate the packed lunches? ..... Excellent (1)

Any other comments? *Kitchen staff all really helpful and help the dining room run like a clockwork.*

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

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?

*Willie, Dylan, Dave & Estuary, Alf, Graham, Eula.*

How do you rate the outdoor pursuits? ..... 1

How do you rate the outdoor pursuit equipment? ..... 1

What were your pupil's favourite outdoor pursuits?

*SUP, Biking, High Ropes, Assessing, Kaiting*

Are there any new outdoor pursuits you would like Manor Adventure to offer? ..... 1

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

*Perhaps a couple of extra drying rooms. Non-scented, has grown*



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ... *Activities and food* .....

Which aspect of your stay was least enjoyed? ... *Disturbed sleep times to* .....

*Some schools not getting makes in place for the benefit of other e.g. not out of tents/beds until reasonable time eg 7am.*  
How do you rate the overall product on a value for money basis? .....

Will you be considering a further visit with Manor Adventure? ... *Yes - already based in for next year I hope!* .....

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

*Some dispensers might be useful in centres for general handwashing purposes. Kids would enjoy trying slinger and not seem to share. Perhaps I have my card head on!*

Where did you hear of Manor Adventure? ... *Been coming for years* .....

What were the reasons for choosing Manor Adventure? ... *Past excellent experiences* .....

Which centre did you visit last year? ... *Venture Centre 10M (due to Covid)* .....

What other visits does your school organise? ... *Venture Centre 10M for younger years. Glimps in Pines for the trip (maybe sometimes)* .....

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: Culmination Manor, Craven Arms, Shropshire, SY7 9BY

# manor adventure

## COURSE REPORT FORM

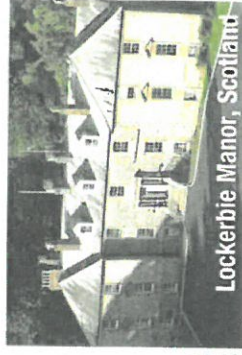
For



Culmination 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