

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

SCHOOL: Abenmant PARTY LEADER: T  
CENTRE: Abenmant DATES: 8-12 May 2023  
NAME OF ACCOMMODATION: Abenmant 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? 2  
How could we improve our website, www.manoradventure.com?  
We like the inclusion of a video  
If you had a visit from one of our School Journey Advisors: N/A  
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)? 2  
Operations (Rooming, outdoor pursuit programmes, support)? 2  
Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: 3 Fire Drill: 3  
Room Allocation: 3 Introductory Talk: 3

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 3 Teacher Accommodation: 3  
Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3  
The Grounds: 2 Catering: 3  
Were there any accommodation problems? Staff in dorm room possibly need a table of some kind.  
Standard of cleanliness / tidiness? (teacher & pupil) 3  
Standard of Furnishing? 3

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes, has been better on previous visits  
Was there enough to eat? yes 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? Head chef & staff were very accommodating of allergies

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

How do you rate the Centre Staff / Instructors?  
Helpful: 1 Professional: 1  
Which Instructors were motivating / clear / enthusiastic?  
Neva\*, Dale, Dave, Calvin, Ewie, Kyle, Charlie, Wilu, Tristen, Ridion, Beth  
How do you rate the outdoor pursuits?  
1  
How do you rate the outdoor pursuit equipment?  
1 (Zipline ladder)  
What were your pupil's favourite outdoor pursuits?  
Paddleboarding, water activities, obstacle course, abseil  
Are there any new outdoor pursuits you would like Manor Adventure to offer?  
Gorge walking,  
Do you have any suggestions on how we could improve our product or outdoor pursuits?  
Maybe some flexibility on clothing on the lake

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? */*

How do you rate the overall product on a value for money basis? *2*

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?  
*Children have suggested a key card for rooms - always issues with room codes with this age group*

Where did you hear of Manor Adventure? *previous visits*  
What were the reasons for choosing Manor Adventure? *distance from here, professional reputation, previous enjoyable experience*

Which centre did you visit last year? *N/A (past covid)*

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: */*

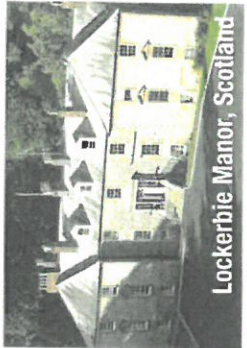
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# manor adventure

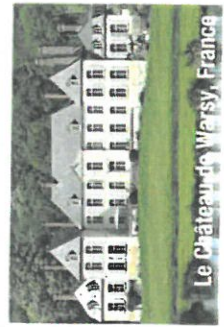
## COURSE REPORT FORM

For



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

