

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 Lake DATES: 24th - 26th May

NAME OF ACCOMMODATION: As above

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?

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

If you had a visit from one of our School Journey Advisors: Yes, via Teams

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

How professional was the Presentation Evening? Very

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 3

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Yes, one broken plug, however this was fixed quickly after reporting.

(1) Standard of cleanliness / tidiness? (teacher & pupil) Excellent - we were not expecting staff bathrooms to be cleaned.

(1) Standard of Furnishing? Staff bedding was excellent; clean and comfortable.

SECTION 4: Meals

Were the meals of an adequate standard? Excellent - the staff and children loved all meals. BBQ was a real treat!

Was there enough to eat? Plenty of options with all tastes catered for. Very generous portions.

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? None.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Kyle - excellent support for child with ASD, so appreciated! Reuben ~ superb with abseiling! Dave ~ really brought initiative activities to life!

How do you rate the outdoor pursuits?

Very good, however we were very disappointed that the zipline was out of action. Good range of activities.

How do you rate the outdoor pursuit equipment?

Excellent.

What were your pupil's favourite outdoor pursuits?

Archery, SUP, fencing, climbing + abseiling

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

Children's response ~ swimming

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

Clarity over activities available

Specific training for all staff on reasonable

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Activities ~ exceptionally well organised

Which aspect of your stay was least enjoyed?

n/a

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

Good

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?

Email to follow

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *n/a*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY

Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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