

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: *22 - 24<sup>th</sup> May 2023*

NAME OF ACCOMMODATION: *Abernant*

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? *yes*

How could we improve our website, [www.manoradventure.com](http://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)? *1*

Operations (Rooming, outdoor pursuit programmes, support)? *1*

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: *3* Teacher Accommodation: *2*

Washing & Toilet Facilities: *3* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *No, although rooms very warm, heating was on despite being 20°C outside.*

Standard of cleanliness / tidiness? (teacher & pupil) *1*

Standard of Furnishing? *3*

### SECTION 4: Meals

Were the meals of an adequate standard? *1*

Was there enough to eat? *1*

Was the food served promptly? *1*

Were all dietary requirements catered for? *1*

How do you rate the packed lunches? *N/A*

Any other comments? *Food was lovely - thank you. Pizza, pasta & jacket potato a real hit.*

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

*All of the instructors - Afi + Teagyn were excellent.*

How do you rate the outdoor pursuits? *1 - excellent*

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

What were your pupil's favourite outdoor pursuits? *Paddle boarding, all climbing & fencing.*

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? *1*

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *happy faces Seeing the children's*  
Which aspect of your stay was least enjoyed? *the heat in the rooms*  
*on 3rd floor heating being put on made it*  
*stuffy and children felt sick & struggled to sleep.*  
How do you rate the overall product on a value for money basis?  
*Excellent.*

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?  
*Check in the rooms. Possible bugger to*  
*inform season starts on 3rd floor the*  
*bunk beds are right next to windows making them*  
*hard to open. Previous visits.*  
What were the reasons for choosing Manor Adventure? *Excellent organisation*  
*facilities & staff*

Which centre did you visit last year? *Abernant*  
What other visits does your school organise? *Day trips, educational*  
*visits.*

**SECTION 7** *Thank you for a great visit to*

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: .....  
.....  
.....

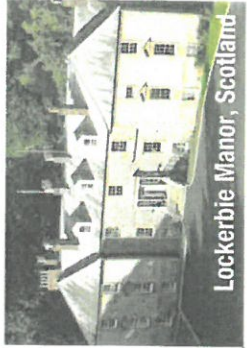
**manor adventure**

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

# 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

