

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

SCHOOL:
CENTRE: Abernant PARTY LEADER:
DATES: 4th - 6th December
NAME OF ACCOMMODATION:

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

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? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? 2

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: 5 Introductory Talk: 3

SECTION 3: Centre Facilities

Pupil Accommodation: 4 Teacher Accommodation: 5

Washing & Toilet Facilities: 3 Cleanliness / Hygiene:

The Grounds: 3

Were there any accommodation problems? Only one teacher room available

Staff had to sleep in cold rooms with bunk beds -

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 4

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

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?

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? N/A

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? 3

How do you rate the outdoor pursuits? 3

How do you rate the outdoor pursuit equipment? 3

What were your pupil's favourite outdoor pursuits? Climbing, abseiling, caving

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

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

Sessions slightly over long, particularly in cold weather

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Variety of activities, children enjoyed themselves*

Which aspect of your stay was least enjoyed? *Cold rooms*

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

Will you be considering a further visit with Manor Adventure? *Yes, already booked*

Have you any further general comments which you feel would be useful to us?
Vending machine not appropriate - some children ate too much - we discouraged them from bringing money. Very helpful duty manager. That's all.

Where did you hear of Manor Adventure? *None*

What were the reasons for choosing Manor Adventure? *None*

Which centre did you visit last year? *This one*

What other visits does your school organise? *None*

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:

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths		
Grace Hurley		
Dewi Jones		
Andy Gibson		
Carol Evans		
Josh Hughes		
Emailed to Caroline	✓	
Emailed school google review link		
Ebony Halliwell	✓	

NEWMARKET

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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 du Broutel

Le Château de Warsy

