

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: Wales DATES: 18.09.23 - 22.09.23  
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

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? ✓

How professional was the Presentation Evening? ✓

How did you rate our pre-visit administration? 1

Customer Services (Bookings, payments, support)? Quick reply to emails

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? ✓

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

### SECTION 3: Centre Facilities

Pupil Accommodation: 3 Showers not working. Either v. hot or v. cold. 3

Washing & Toilet Facilities: 4 Teacher Accommodation: 3

The Grounds: 1 Cleanliness / Hygiene: 2

Were there any accommodation problems? Showers or hot water

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

Standard of Furnishing? 1

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1 - Yes!!

Was the food served promptly? 1

Were all dietary requirements catered for? 2 - All catered for  
Dietary cards rubbed off a weren't always read. They

How do you rate the packed lunches were reliant on the cwn  
saying the right thing.

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the instructors motivating / clear / enthusiastic? Yes - really fantastic.

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? Water activities - paddle  
boarding. Bivouac was a hit!!

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

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

Giant paddleboard. Zorbing.

Aeroball - the cwn need more to do.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Instructors - all were enthusiastic and helpful.*  
Which aspect of your stay was least enjoyed? *Hot water issues.*  
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 - booked for 2024 or 2025.*

Have you any further general comments which you feel would be useful to us?  
*Another really great trip - despite the weather! The children loved the week and the attitude of the instructors was fab!! \* \* \**  
Where did you hear of Manor Adventure? *Lots of previous visits.*  
What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Abernant*  
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: .....

*\* \* \* If you had a room with tumble dryer which manor you charged for - we adventure would use it!!!*

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

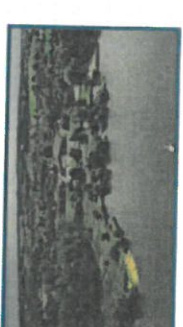
## COURSE REPORT FORM

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 Warsv