

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities, food.*

Which aspect of your stay was least enjoyed? *N/A (Please can you replace the mat in front of the table where you put plates)*

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

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?

*Staff board with photos / names
Dylan
Fab Ebony + Affu (and more) were really good!*

Where did you hear of Manor Adventure? *Regular*

What were the reasons for choosing Manor Adventure?

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

What other visits does your school organise? *New Barn, Dorset*

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? *N/A*

Name: Name:

Address: Address:

**manor
adventure**

Thank you for a fab week, see you next year.



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

School.

..Date..... *02nd - 08th Oct*

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	✓	



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



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: Manor Hotel Abernant DATES: 2nd - 6th Oct 2023
NAME OF ACCOMMODATION: Abernant Lake Hotel, Second Floor

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? (1)

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? 1

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: 2

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? Hot teacher shower - sorted in minutes. Girls dorm (203) window opens too far out - reported.

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2 (will children always need to bring own pillow?) Chairs for teachers at some activities. Lights along the path to low ropes on fences.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1 - thank you for seconds

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? Feels like it's improved! Very good selection. Plenty of it. Kitchen staff super friendly, especially Myfanwy

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2/3 friend / instructor

Were the Instructors motivating / clear / enthusiastic? Yes 1

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1 - only had one case when we had to share a harness / helmet.

What were your pupil's favourite outdoor pursuits? Crate stacking, fencing, abseiling, paddleboarding and zip wire, low ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer? We'd like the Lake Challenge back

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

Shelving or hooks in the shed the lake for children to hang up their bags. More seating for adults at some of activities - crate stack & low ropes. Lighting on the path down to the low ropes - or make it clear that a torch is needed.