

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: 16/10 - 20/10/23
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 ? N/A

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?

How did you rate our pre-visit administration? N/A

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 2

Were there any accommodation problems? There was a stagnant drain smell in one teacher accommodation, The issue resolved itself.

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

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 2

Were all dietary requirements catered for? 1

How do you rate the packed lunches? 2

Any other comments?

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: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? a couple of them were very motivating however, others weren't

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Blind trail, abseiling, climbing wall, paddle boarding.

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *abseiling, paddle boarding*

Which aspect of your stay was least enjoyed? *None, however the instructors make a massive difference to any activity*

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*

Have you any further general comments which you feel would be useful to us?

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

What were the reasons for choosing Manor Adventure? *Returned many times*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *N/A*

Very good instructors - Dave, Alice, Will

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:



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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 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: ABERNANT LAKE DATES: 16TH - 20TH OCT '23
NAME OF ACCOMMODATION: ABERNANT LAKE HOTEL

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? NIA FOUND WEBSITE MAINLY USEFUL

If you had a visit from one of our School Journey Advisors: NIA

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?

Customer Services (Bookings, payments, support)? GOOD

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

Preview visit to the centre? NIA

SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: GOOD

Room Allocation: GOOD Introductory Talk: V. CLEAR

SECTION 3: Centre Facilities

Pupil Accommodation GOOD Teacher Accommodation: GOOD

Washing & Toilet Facilities: GOOD Cleanliness / Hygiene: GOOD

The Grounds: GOOD

Were there any accommodation problems? SOME SMELLS IN ROOMS - DRAIN ISSUES

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

Standard of Furnishing? GOOD

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES ~~SOME LITTLE~~

Was there enough to eat? MOSTLY SOME CHILDREN COMPLAINED OF SMALL PORTIONS AT LUNCH AND TWICE FOOD CHOICES RAN OUT - WHEN LAST SITTING

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? NIA

Any other comments? MORE SUBSTANTIAL / COOKED DESSERT WOULD BE NICE

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: YES Professional: AT TIMES / MOSTLY

Were the Instructors motivating / clear / enthusiastic? NOT ALWAYS INSTRUCTIONS CLEAR BUT NOT ALWAYS MOTIVATING

How do you rate the outdoor pursuits? MOSTLY GOOD SOME INVOLVED TOO MUCH WAITING AROUND

How do you rate the outdoor pursuit equipment? GOOD

What were your pupil's favourite outdoor pursuits? CRATE STACKING / AEROBALL / LAKE CHALLENGE / BUND TRAIL / PADDLEBOARDING

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?

SOMETHING MORE ENGAGING FOR THOSE WAITING DURING AEROBALL (BASKETBALL HOOP)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *GOOD COMPARED TO OTHER PROVIDERS*

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?
GRACE IS AMAZING AND SUPPORTS OUR STAY IMMENSELY.

WE WERE DISAPPOINTED WITH SOME OF THE ENTHUSIASM OF SOME INSTRUCTORS (POOR COMPARED TO PREVIOUS YEARS) (DAVE / JILL / DALE GRACE)

Where did you hear of Manor Adventure? *USED PREVIOUSLY*

What were the reasons for choosing Manor Adventure? *u u*

Which centre did you visit last year? *ABERNANT LAKE HOTEL*

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?

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SECTION 1: Pre-Arrival

How could we improve our website, www.manoradventure.com ?
THE ADDRESS WAS QUITE HARD TO FIND

If you had a visit from one of our School Journey Advisors:

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

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? NA.

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 4 (DUE TO US ARRIVING LATE)

SECTION 3: Centre Facilities

Pupil Accommodation 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? ROOMS GOT EXTREMELY HOT, COULDN'T TURN THEM DOWN

Standard of cleanliness / tidiness? (teacher & pupil) Very clean and tidy

Standard of Furnishing? A LITTLE DATED/ BUT SATISFACTORY, TIRED

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? YES PLENTY, THANK YOU!

Was the food served promptly? 1

Were all dietary requirements catered for? 1 - LOVED THE EASY SYSTEM

How do you rate the packed lunches? N.A.

Any other comments? ALLOWANCES WERE MADE FOR OUR REALLY UNIQUE DINING REQUIREMENTS!

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? 1 - GRACE WAS FAB AND VERY HELPFUL.

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Were the Instructors motivating / clear / enthusiastic? NOT COMPLETELY - BUT SOME WERE FED UP/UNMOTIVATING - HOWEVER, APHY, DAVE, RHYDDIAN WERE GREAT!

How do you rate the outdoor pursuits? 2 - VERY GOOD SELECTION AND LOVE THEY WERE ALL ON SITE!

How do you rate the outdoor pursuit equipment? ALL VERY GOOD STANDARD AND SEEMED WELL MAINTAINED AND SAFE.

What were your pupil's favourite outdoor pursuits? KAYAKING, AEROBALL, PADDLEBOARD, CLIMBING, ZIP LINE

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? TIMETABLING TO REFLECT TRAVEL, BLIND TRAIL AS OUR LAST ACTIVITY ON FRIDAY MEANS WE'VE GOT TO DEAL WITH A LOT OF MUDDY CLOTHES QUICKLY!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE WIDE RANGE OF ACTIVITIES

Which aspect of your stay was least enjoyed? THE RAIN!

How do you rate the overall product on a value for money basis? BRILLIANT - THE KIDS LOVED IT! THANK YOU!

Will you be considering a further visit with Manor Adventure? YES - BOOKED FOR NEXT YEAR!

Have you any further general comments which you feel would be useful to us?
WE THOUGHT A "SCHOOL" BELL MAY BE USEFUL TO SIGNAL ACTIVITIES STARTING, IT WAS QUITE TRICKY FOR US TO ROUND UP ALL OUR KIDS!

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? CHEAPER THAN COMPETITORS, WIDE CHOICE OF ACTIVITIES, ON SITE ACTIVITIES

Which centre did you visit last year? M.A. ABERNANT

What other visits does your school organise? EDUCATIONAL TRIPS

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 Website: www.manoradventure.com

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