

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? SEEING CHILDREN GROW IN CONFIDENCE AND ENJOYING.

Which aspect of your stay was least enjoyed? LACK OF HAND SANITISER IN PUPIL AND STAFF ROOMS.

How do you rate the overall product on a value for money basis? GOOD VALUE FOR MONEY.

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?
A FEW CHILDREN WERE UNWELL, PROBABLY DUE TO SIX CHILDREN IN A SMALL SPACE WITHOUT HAND SANITISER ATTACHED TO WALL IN ROOMS. CHILDREN BRING SOAP/BODY WASH BUT NOT ANTI BACTERIAL, NEED IN BATHROOMS.

Where did you hear of Manor Adventure? REGULAR VISITS

What were the reasons for choosing Manor Adventure? PREVIOUS VISITS

Which centre did you visit last year? ABERNANT

What other visits does your school organise? N/A

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:



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

School..... Date..... 23-27th Oct

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<u>[Signature]</u>	
Grace Hurley	<u>[Signature]</u>	
Dewi Jones	<u>D.J</u>	
Andy Gibson	<u>[Signature]</u>	
Carol Evans	<u>C.E</u>	
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: ABERNANT DATES: ..
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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: GREAT Fire Drill: GREAT

Room Allocation: GREAT Introductory Talk: GREAT

SECTION 3: Centre Facilities

Pupil Accommodation GOOD Teacher Accommodation: GOOD

Washing & Toilet Facilities: GOOD Cleanliness / Hygiene: VERY POOR (IN ROOMS)

The Grounds: GREAT

Were there any accommodation problems? YES RADIATORS OFF / NOT WORKING

Standard of cleanliness / tidiness? (teacher & pupil) ROOMS TIDY

Standard of Furnishing? AVERAGE

SECTION 4: Catering / Meals

Were the meals of an adequate standard? EXCELLENT

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES BUT MORE CHECKS NEEDED

ON DAIRY FREE YOGURTS

How do you rate the packed lunches? N/A

Any other comments? STAFF VERY KIND AND HELPFUL ESPECIALLY WITH

MAKING FOOD FOR FUSSY EATERS

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: EXCELLENT + PROFESSIONAL Professional: EXCELLENT

Were the Instructors motivating / clear / enthusiastic? YES TO ALL!

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? LAKE CHALLENGE, RIFLES, CAMP FIRE,

CLIMBING, LAKE/WATER ACTIVITIES

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?

PUT A FLOOD LIGHT ON AEROBALL FOR NIGHT SESSIONS

DRYING ROOM DOOR SIGN OR AUTO CATCH