

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the harnessed activities*

Which aspect of your stay was least enjoyed? *compass work*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *1*

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

Where did you hear of Manor Adventure? *previous visit*

What were the reasons for choosing Manor Adventure? *previous visit*

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

What other visits does your school organise? *trips but not this far!*

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**

*Thank you to
all the staff - we
have loved it - we
have loved it - we
here again!
St. Joes!*

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	<i>[initials]</i>	
Grace Hurley	<i>[initials]</i>	
Dewi Jones	<i>[initials]</i>	
Andy Gibson	<i>[initials]</i>	
Carol Evans	<i>[initials]</i>	
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: Abertant PARTY LEADER:
CENTRE: Abertant DATES: 23-27th Oct
NAME OF ACCOMMODATION: Super break (Abertant 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? 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? 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: ①

Room Allocation: ① Introductory Talk: ①

SECTION 3: Centre Facilities

Pupil Accommodation: ③ Teacher Accommodation: ②

Washing & Toilet Facilities: ③ Cleanliness / Hygiene: ②

The Grounds: ②

Were there any accommodation problems? noisy fan & too hot

radiator - fixed very quickly

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

Standard of Furnishing? ④

SECTION 4: Catering / Meals

Were the meals of an adequate standard? ②

Was there enough to eat? ①

Was the food served promptly? ①

Were all dietary requirements catered for? ① Great for our diabetic boy.

How do you rate the packed lunches? n/a

Any other comments? lots of variety, perfect for kids, staff super helpful & friendly - nothing is any trouble.

SECTION 5: Centre Staff & Outdoor Pursuits

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

yes - chatted to him.

How do you rate the Centre Staff / Instructors?

Helpful: ② Professional: ②

Were the Instructors motivating / clear / enthusiastic? most were - Dave, Ebony, Chloe, Will, Affey - great.

How do you rate the outdoor pursuits? ①

How do you rate the outdoor pursuit equipment? ②

What were your pupil's favourite outdoor pursuits? canoe/kayak, zip wire, climbing, blind trail

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

giant swing!

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

n/a