

School..

.....Date..... 20th - 22nd Oct

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities + food*

having the centre to ourselves! Heating was on

Which aspect of your stay was least enjoyed? *Some of rooms were a*

bit too warm

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

.....

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?

During the winter you could offer hot

drinks inbetween activity sessions

.....

Where did you hear of Manor Adventure? *Website*

What were the reasons for choosing Manor Adventure? *Excellent all*

round.

.....

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:

.....

.....



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

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[Signature]</i>	
Grace Hurley	<i>[Signature]</i>	
Dewi Jones	<i>[Signature]</i>	
Andy Gibson	<i>[Signature]</i>	
Carol Evans	<i>[Signature]</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: PARTY LEADER:
CENTRE: Abemant DATES: 20/10 to 22/10
NAME OF ACCOMMODATION: 2

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? It's all good!

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?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? NO

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? /

Any other comments? Food was excellent as always and the staff were very friendly / helpful

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: 1

Were the Instructors motivating / clear / enthusiastic? Yes

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? High ropes

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

Mountain biking! (Not sure it was on our list!)

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

The showers were a bit hard to regulate in some rooms + we need bath mats in the bathrooms