

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: 18/09/23 - 22/09/23
NAME OF ACCOMMODATION: The Manor

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 ?

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)? Very good

Operations (Rooming, outdoor pursuit programmes, support)? Very good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Great Fire Drill: Good

Room Allocation: Great - and Introductory Talk: Greats

adaptive last minute before
visit

SECTION 3: Centre Facilities

Pupil Accommodation: Greats Teacher Accommodation: Great

Washing & Toilet Facilities: Great Cleanliness / Hygiene: Great

The Grounds:

Were there any accommodation problems? Minor - maintenance presents

and ready to solve quickly

Standard of cleanliness / tidiness? (teacher & pupil) Teacher rooms = v. good

Pupils rooms - average good (if a little tired)

Standard of Furnishing?

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - absolutely brilliant

Was there enough to eat? Yes, generous portions but missing

Salad bar at lunchtime Dinner time

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Very friendly kitchen/serving staff

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, at all times Professional: Yes

Were the Instructors motivating / clear / enthusiastic? Yes, particularly

Afo, Ryan, Dave, Beth, Ebony, Charlie, Will, Dale

How do you rate the outdoor pursuits? Largely fantastic - low Ropes +

maybe Aeroball feel like the children can sometimes get bored before
end of session (time filled out with games)

How do you rate the outdoor pursuit equipment?

Largely fantastic - see below (All other groups enjoyed
in this school - they hold
Grade 1)

What were your pupil's favourite outdoor pursuits? Fencing, Zip Line, water

activities

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

Battlefield archery / Laser tag / zorbs / horse riding / build down
karts

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

Some equipment improvements - new blindfolds, new/repared

arrows, fencing clothing

* catapult / rope swing into lake #, Sabers

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities/Food*

Which aspect of your stay was least enjoyed? *Weather! shocking so kids*

cold wet - perhaps kit list could be updated Dry room

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

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?
Drying room - helpful if each area labelled for each school visit, ^{when here} hooks for coats. Code of conduct for staff (school) area.

Where did you hear of Manor Adventure? *Long time customer*

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

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Mojo Active,*

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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manor adventure

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

