

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: Wales DATES: 18.09.23 - 22.09.23
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 ?

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? 1

Customer Services (Bookings, payments, support)? 1 Quick reply to emails etc

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? ✓

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? Showers & hot water

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1 - Yes!!

Was the food served promptly? 1

Were all dietary requirements catered for? 2 - All catered for.

Dietary cards rubbed off & weren't always read. They

How do you rate the packed lunches? were reliant on the chn

saying the right thing.

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Yes - really fantastic.

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? Water activities - paddle

boarding. Bivouac was a hit!!

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?

Giant paddleboard. Zorbig.

Aeroball - the chn need more to do.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Instructors - all were enthusiastic and helpful.*

Which aspect of your stay was least enjoyed? *Hot water issues.*

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 - booked for 2024 & 2025*

Have you any further general comments which you feel would be useful to us?
*Another really great trip - despite the weather! The children loved the week and the attitude of the instructors was fab!! ***

Where did you hear of Manor Adventure? *Lots of previous visits.*

What were the reasons for choosing Manor Adventure?

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:

*** If you had a room with tumble dryer which you charged for - we would use it!!!*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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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

