

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 lake DATES: 18-22nd September 2023
NAME OF ACCOMMODATION: Abernant lake

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? Yes

How professional was the Presentation Evening? Good

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? Good

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Very Good Introductory Talk: Very Good

SECTION 3: Centre Facilities

Pupil Accommodation Good Teacher Accommodation: Good

Washing & Toilet Facilities: Very Good Cleanliness / Hygiene: Very Good

The Grounds: Excellent

Were there any accommodation problems? No

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

Standard of Furnishing? Basic but good

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? Good

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

No - unless the activity instructors had pointed them out.

How do you rate the Centre Staff / Instructors?

Helpful: Very Professional: Very

Were the Instructors motivating / clear / enthusiastic? All instructors were amazing!

Special thanks to Charlie, Afi, Will, Mike & Ebony!

How do you rate the outdoor pursuits? Very Good

How do you rate the outdoor pursuit equipment? Very Good

What were your pupil's favourite outdoor pursuits? Canoeing, paddle boarding, kayaking, climbing

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

No - More drying facilities

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Trying to dry clothes!*

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

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?

Heads of Center to make themselves more known to staff and children. Activity instructors are amazing, please pass on our thanks!

Where did you hear of Manor Adventure? *School*

What were the reasons for choosing Manor Adventure? *Value for money, close to home, recommended by many*

Which centre did you visit last year? */*

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

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

