

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, WALES DATES: 10<sup>th</sup> APRIL - 12<sup>th</sup> APRIL  
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? 1

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? N/A 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

↳ Thank you for arranging extra staff rooms.

### SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) All good - More mats in dining room would help the incredibly wet/slippy floors.

Standard of Furnishing? The new carpet, stairs' floor and paint has really freshened up the centre. Children's beds are incredibly squeaky but other than that, everything was 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? N/A This may be because we are such a large school!

Any other comments? Children were asked to sit in activity groups and fill the tables one at a time, which I understand for space/cleaning but not all children had friends in their group/sat alone due to tables filling up. Tables allocated to a school would be good and our staff would be happy to ensure gaps are filled etc but they sit with more friends.

### 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

↳ Thank you to the office team for getting some dry shoes for a child.

Were the Instructors motivating / clear / enthusiastic? Yes. Alan on the climbing wall was great. Affy - particularly fencing. Siored: rifles, archery, climbing.

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Fencing + rifles + raft building. all activities they had never experienced before. Aeroball was very popular just a bit cold + wet!

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? Activities are great. A few more seats for children/staff at aeroball/ archery etc would be good.

Basket ball hoop / giant garden games / box of games for free time. possibly by aeroball. children don't know how to entertain themselves without technology! We will try to bring some next year.



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The staffroom ☺ The whole experience is easy, bespoke and the children always have a great time.*

Which aspect of your stay was least enjoyed? *The weather ☺ No, everything has been great.*

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?

*Only with one activity 2 children missed out on abseiling we were able to give them an opportunity later however had this been their last activity, we couldn't have done this. Something to be aware of when groups have 12.*

Where did you hear of Manor Adventure? *We have previously done the French trip.*

What were the reasons for choosing Manor Adventure? *We have been many times and the children always enjoy it. The staffroom is a huge plus as well as the centre being a small and bespoke, a friendly team and the children can be very independent.*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Le Château du Broutel also for year 5. A trip to Stackpole, Pembrokeshire for year 6*

**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? *N/A.*

Name: .....

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

