

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: DATES: 17-19th APRIL 2024
NAME OF ACCOMMODATION: ABBENBART HOTEL

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? include what the children need for bedding e.g. bottom sheets

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? didn't have one this year

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals - But very rushed!

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? No but the children / rooms need

clocks this would avoid children in and out of the rooms throughout the night

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? Very good

Thank you for the biscuits and tea.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes adequate, children enjoyed

Was there enough to eat? Plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes plus fussy eaters were accommodated - dunch

How do you rate the packed lunches? N/A

Any other comments?

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 - really helpful and the children have really enjoyed

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? Fencing, raft building

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?

Toilet by the lake, changing facilities by the lake

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Rooms and bathrooms were good, timing and organisation, visual timetable, staffroom and coffee machine*

Which aspect of your stay was least enjoyed? *Children were cold during kayaking might need spaces to change or waterproofs supplied*

How do you rate the overall product on a value for money basis? *4/2*

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?
Some child friendly food during dinner. Apple or Orange juice at breakfast.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *offer different activities to other residential.*

Which centre did you visit last year? *Yes*

What other visits does your school organise? *other residential visits within the cluster*

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

