

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 Lakes DATES: 22/4/24 - 26/4/24
NAME OF ACCOMMODATION: Abernant Lakes

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 - Excellent.
All relevant information present.

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?

Customer Services (Bookings, payments, support)? Excellent
Operations (Rooming, outdoor pursuit programmes, support)? Excellent
Preview visit to the centre? Excellent

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1
Were there any accommodation problems? NO
Standard of cleanliness / tidiness? (teacher & pupil) 1 - All rooms of an excellent standard.
Standard of Furnishing? As above

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - Excellent
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
Any other comments? All was up to an excellent standard.

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 - Excellent Professional: 1 - Excellent
Were the Instructors motivating / clear / enthusiastic? Yes - Excellent
How do you rate the outdoor pursuits? Excellent
How do you rate the outdoor pursuit equipment? Excellent
What were your pupil's favourite outdoor pursuits? Water activities, Lake Challenge + Archery
Are there any new outdoor pursuits you would like Manor Adventure to offer? Horse riding, Quad biking
Do you have any suggestions on how we could improve our product or outdoor pursuits? As above

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Lack of free time*

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

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?
Possibly reducing the amount of activities for session 5 on certain days. Allowing more free time.

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *Continued visit for Parkland.*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *NA*

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

