

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 DATES: 24-26/4/24
NAME OF ACCOMMODATION: Abernant Lake 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 ? unsure

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?

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

General Welcome: 3 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 3

(but 'teachers' rooms weren't of the same

standard. One had a pupil dorm) - clearly stated on paperwork multiple times

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 4

The Grounds: 2

Were there any accommodation problems? Children from different schools on the same floor

Standard of cleanliness / tidiness? (teacher & pupil) 4

Standard of Furnishing? 4

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 3

Was there enough to eat? 1 (We requested chips for fussy eaters and staff were very helpful.)

Was the food served promptly? 1

Were all dietary requirements catered for? 1

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?

No

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 3

What were your pupil's favourite outdoor pursuits? Paddle-boarding, archery

Are there any new outdoor pursuits you would like Manor Adventure to offer?

brampolines, / horse-riding

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

a unsure

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?
activities

Which aspect of your stay was least enjoyed?

break times are a little frantic/awkward - you need a children's version of the staffroom/chill out area.

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

Some of our pupils thought that it should be a little cheaper.

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?

*Separate different schools
Kids' chill out area - with TV/board games/
playing cards/snooker table/air hockey.*

Where did you hear of Manor Adventure? *Cluster school.*

What were the reasons for choosing Manor Adventure?

Somewhere different for our pupils who visited Uangrannog last year.

Which centre did you visit last year? *Uangrannog*

What other visits does your school organise? *N/A*

*Why is there a bar?
Teachers should be supervising their pupils.*

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: ame:

Address: .. Address:

*manor
adventure*

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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

