

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 Hotel* DATES: *22nd - 26th April 2024*
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? */*

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? *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*

SECTION 3: Centre Facilities

Pupil Accommodation *1* Teacher Accommodation: *1*

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*

The Grounds: *2*

Were there any accommodation problems? *No*

Standard of cleanliness / tidiness? (teacher & pupil) *1*

Standard of Furnishing? *2*

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*

Any other comments? *Thank you to all the catering team.*

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 they were excellent*

How do you rate the outdoor pursuits? *1*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *Rifters, Jacobs ladder, SUP,*

Kayaking, Raft building, Abseil.

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

camp.

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

If possible speed up climbing activities to allow maximum participation time.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of the activities and interactions with the instructors*

Which aspect of your stay was least enjoyed? *Nothing - it has been a fantastic week!*

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

Will you be considering a further visit with Manor Adventure? *Yes we will be back next year!*

Have you any further general comments which you feel would be useful to us?
We have been coming for years but I feel the instructors this year have been exceptional

Where did you hear of Manor Adventure? *We have been coming for years*

What were the reasons for choosing Manor Adventure? *Range of activities and the amount the children get to do throughout the week*

Which centre did you visit last year? *Abernant Lake*

What other visits does your school organise? *4 Residential, Trip to London, Local visits*

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

School..... Date..... *22nd - April 24 2014*

NAME	FORM SEEN	ACTION/COMMENTS
	✓	
	✓	



- 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

