

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities definitely and the vending machine.*

Which aspect of your stay was least enjoyed? *Nothing*

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?
No floor mat / Shower mat on floors of bathrooms so it has been slippery at times when the children have had showers.

Where did you hear of Manor Adventure? *the school have been attending for many years before.*

What were the reasons for choosing Manor Adventure?
The previous years have been great and children always enjoy the activities.

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

What other visits does your school organise?

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... *02-01-FEB 24*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths		
Grace Hurley	<i>S</i>	
Dewi Jones	<i>DS</i>	
Andy Gibson	<i>a</i>	
Carol Evans	<i>CE</i>	
Josh Hughes	<i>JH</i>	
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell	<input checked="" type="checkbox"/>	



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



We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: 1 PARTY LEADER: 1
CENTRE: Manor Adventures DATES: 2/02/24 - 4/02/24
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? /

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?

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? /

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: ② Cleanliness / Hygiene: ①

The Grounds: ①

Were there any accommodation problems? ① No issues at all

Standard of cleanliness / tidiness? (teacher & pupil) ① Everything has been clean and tidy. Have no complaints.

Standard of Furnishing? ② Only downfall, the rooms have been quite cold at times even with the heating on.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? ② Just a lack of a vegetarian option for staff members.

Was there enough to eat? ① Absolutely! Every meal has provided plenty of options and all delicious.

Was the food served promptly? ①

Were all dietary requirements catered for? ① Everyone enjoyed their meals and something was available for everyone for the most part.

How do you rate the packed lunches? Didn't require any packed lunches.

Any other comments?

Thank you very much! Everyone has enjoyed every meal and everything has been lovely.

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? ① Absolutely!
All the children have enjoyed.

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?

Blind trail / Zip lining / Canoe + Kayaking

Are there any new outdoor pursuits you would like Manor Adventure to offer? No. There has been plenty of variety of activities provided.

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