

School ..... Date... 19th - 21st Feb 21

NAME	FORM	ACTION/COMMENTS
Gr...		

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *wealth of activities*

Which aspect of your stay was least enjoyed? *heating indoors -*

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

Which aspect of your stay was most enjoyed? *wealth of Welsh on site*

Which aspect of your stay was least enjoyed? *improved*

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

Will you be considering a further visit with Manor Adventure? *✓*

Have you any further general comments which you feel would be useful to us? *School Cluster*

Where did you visit last year? *Llanrannog*

What were the reasons for choosing Manor Adventure? *Glanllyn, Margam*

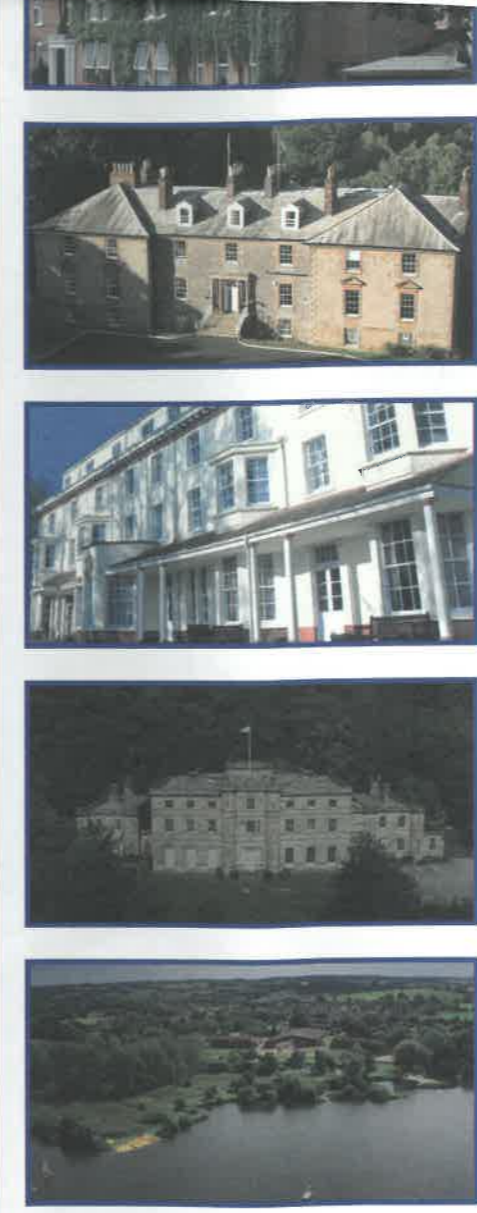
Have you any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: .....

Address: .....

.....

.....



- 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

**manor  
adventure**

Office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
 Tel: 01584 861333 Website: www.manoradventure.com



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: 19-21/2/24 .....  
NAME OF ACCOMMODATION: ABERNANT 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? 3

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? 2

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 ..... Fire Drill: 1 .....

Room Allocation: 1 ..... Introductory Talk: 1 .....

*\* WAS IN SAME CORRIDOR  
fire door between both  
teachers. But adult on both  
sides of pupils.*

### SECTION 3: Centre Facilities

Pupil Accommodation 2 ..... Teacher Accommodation: 4 *STAFF IN BUNK BEDS*

Washing & Toilet Facilities: 2 *no soap* ..... Cleanliness / Hygiene: 2 *\* CLEARLY STATED they had 1 bunk room.*

The Grounds: 2 .....

Were there any accommodation problems? NO

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

Standard of Furnishing? 3

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 4 *food wasn't weighed*

*for type 1 diabetic + not all food on carb menu eg. corn*

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 2

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? 1

What were your pupil's favourite outdoor pursuits? Blind trail / wall

Climbing / obstacle course

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?

Instructor Owen - making great effort to use Welsh with the children.