

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Fencing was brilliant and a new experience for so many children*

Which aspect of your stay was least enjoyed? *Water sports simply because of the cold and wet weather (!!) Obviously can't be helped!!*

How do you rate the overall product on a value for money basis? *Very good - improvements in accommodation much appreciated*

Will you be considering a further visit with Manor Adventure? *Yes - hope to visit again with Year 5 each year if we can*

Have you any further general comments which you feel would be useful to us?
The office staff are exemplary in their communications (especially Ebony) Very helpful and supportive. Diolch!

Where did you hear of Manor Adventure? *We visited last year*

What were the reasons for choosing Manor Adventure?
We enjoyed our visit last year so wanted to continue visiting

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

What other visits does your school organise?
Yr 4 - Urd Centre Cardiff Bay and Yr 6 - Llangrannog

Diolch yn fawr to all concerned!

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: *21st - 23rd Feb 24*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[Signature]</i>	
Grace Hurley	<i>[Signature]</i>	
Dewi Jones	<i>DJ</i>	
Andy Gibson	<i>[Signature]</i>	
Carol Evans	<i>[Signature]</i>	
Josh Hughes	<i>[Signature]</i>	
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell	✓	



- 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: PARTY LEADER:
CENTRE: Abernant DATES: 21-23 Feb 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?

How did you rate our pre-visit administration? N/A 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

Room Allocation: 1

Fire Drill: 1

Introductory Talk: 1

Alice is excellent, very approachable and welcoming.

SECTION 3: Centre Facilities

Pupil Accommodation 2

Washing & Toilet Facilities: 2

The Grounds: 1

Teacher Accommodation: 1

Cleanliness / Hygiene: 1

Were there any accommodation problems? It would have been good to have soap / hand washing items available.

Standard of cleanliness / tidiness? (teacher & pupil) A bath mat in rooms for children would have avoided soaking wet floors.

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes, enough choice - always a salad option with lunch / eve meal perhaps?

Was there enough to eat? Yes

Was the food served promptly? Yes - there's a good system in place to cater for so many children.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Kitchen staff were all lovely and kind when speaking to the children.

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: Yes Professional: Yes

Were the Instructors motivating / clear / enthusiastic? Yes - if any Welsh speakers were available that they are allocated to our groups.

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? Paddle boarding. Many also mentioned fencing.

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? /