

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All*

Which aspect of your stay was least enjoyed? *N/A*

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

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?

Many thanks to all staff

Where did you hear of Manor Adventure? *Previously visited*

What were the reasons for choosing Manor Adventure? *See above*

Which centre did you visit last year? *This one*

What other visits does your school organise? *Big Pit*

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? *N/A*

Name: Name:

Address: Address:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

School:

Date: *21-23rd Feb 24*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths		
Grace Hurley		
Dewi Jones	<i>DJS</i>	
Andy Gibson	<i>AG</i>	
Carol Evans	<i>CE</i>	
Josh Hughes	<i>JH</i>	
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell	✓	



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: PARTY LEADER:
CENTRE: Abernant DATES: 21-02-24 - 23-02-24
NAME OF ACCOMMODATION: Manor Adventure

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? Downloadable kit list / Parent guide

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Yes No

How professional was the Presentation Evening? No

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

Customer Services (Bookings, payments, support)? Quick to respond

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

Preview visit to the centre? Been before not preview

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Good (Hot)

Washing & Toilet Facilities: V Good Cleanliness / Hygiene: V Good

The Grounds: Great just very wet + muddy

Were there any accommodation problems? N/A Thanks for adding

exam trailer place last night

Standard of cleanliness / tidiness? (teacher & pupil) N/A

Standard of Furnishing? Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Great

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? Many thanks great choice kitchen staff amazing and friendly with 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: V helpful Professional: Yes

Were the Instructors motivating / clear / enthusiastic?

Majority were

How do you rate the outdoor pursuits?

Yes

How do you rate the outdoor pursuit equipment?

Good

What were your pupil's favourite outdoor pursuits?

Fencing, Raft building, Climbing, Archery, Even walk

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

Crate stack, High ropes open

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

Scavenger hunt was a bit dry and not as much fun. Overstoe if Aeroball wet.