

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great place for primary residential*

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

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*

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

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Previous visits*

Which centre did you visit last year? *Same*

What other visits does your school organise? *None*

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 *19-23 Feb 24*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths		
Grace Hurley		
Dewi Jones	<i>D.J</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	<input checked="" type="checkbox"/>	



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: 19-23 Feb
NAME OF ACCOMMODATION: Abernant

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 ? No issues

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? No
Operations (Rooming, outdoor pursuit programmes, support)? issues
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 3 Teacher Accommodation: 3
Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 1
The Grounds: 2
Were there any accommodation problems? No soap in bathrooms.
..... Drying rooms failed to dry clothes.
Standard of cleanliness / tidiness? (teacher & pupil) Excellent
Standard of Furnishing? 3 Few screws falling out of places - doors / beds etc...

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? 1
How do you rate the packed lunches? N/A
Any other comments? Sauces + fruit + squash should be placed somewhere more accessible.

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: 2 Professional: 3
Were the Instructors motivating / clear / enthusiastic? Mostly
How do you rate the outdoor pursuits? 2
How do you rate the outdoor pursuit equipment? 1
What were your pupil's favourite outdoor pursuits? SUP, Obstacle course, Blind trail.
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?
..... Lots of standing around in certain activities. eg aeroball, archery.
..... Not sure why wellies are not allowed for certain activities.