

**SECTION 6: Overall Assessment**

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

Which aspect of your stay was least enjoyed? *Being cold and wet*

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?

*Thank you for being so welcoming. Most of the instructors were incredibly supportive and enthusiastic. They were high skilled, especially supporting children to overcome fears. (Allie)*

Where did you hear of Manor Adventure? *Colleagues*

What were the reasons for choosing Manor Adventure? *Range of pursuits available*

Which centre did you visit last year? *Manor Adventure Abernant*

What other visits does your school organise? *N/A*

**SECTION 7:**

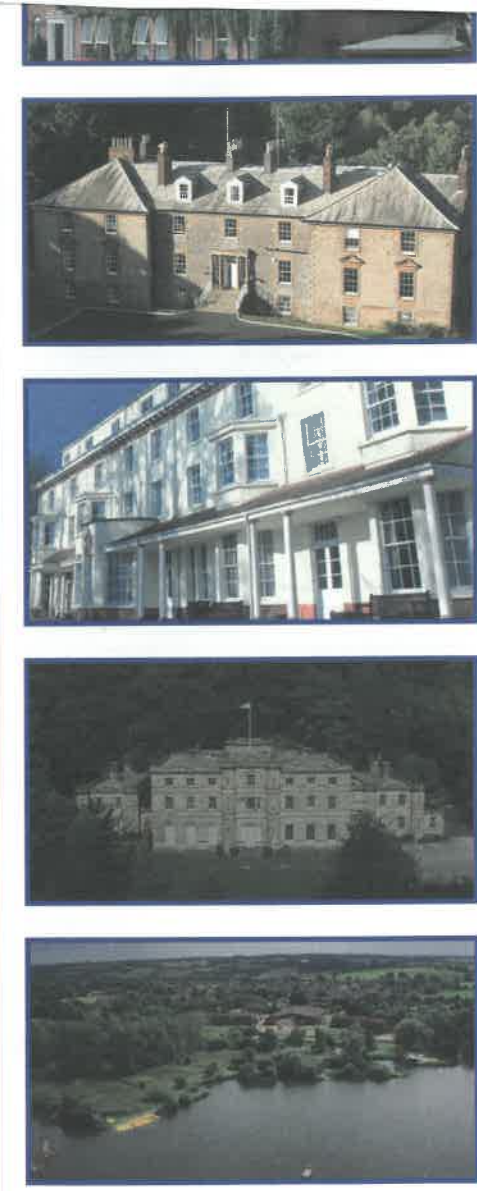
Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: ..... Name: .....

Address: ..... Address: .....



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	✓	



- 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: ..... j..... PARTY LEADER: .....  
CENTRE: Abernant DATES: 21/2 - 23/2  
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? It's great!

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? N/A

How did you rate our pre-visit administration? .....

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 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2 (drain smell)

Washing & Toilet Facilities: 2 <sup>drain</sup> <sub>smell</sub> Cleanliness / Hygiene: 1

The Grounds: Mostly excellent. In winter months graveling archery area etc. would improve experience.

Were there any accommodation problems? .....

As stated before drain smell in toilets. But otherwise great.

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

1

Standard of Furnishing? .....

1

### 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? Excellent food, enjoyed by all. Great seating area. Lovely serving staff.

### 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? YES! (Mostly)

How do you rate the outdoor pursuits? 2 Aeroball included alot of waiting around in the dark.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Canoeing, Low ropes, raft building, climbing

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

Horse riding

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

Winter provision -> Hanging around when wet and freezing reduces enjoyment. As long as they were moving they were fine.