

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Overall, the activities and running of the day was most efficient.*

Which aspect of your stay was least enjoyed? *None.*

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

Will you be considering a further visit with Manor Adventure? *Yes, we will book again next year!*

Have you any further general comments which you feel would be useful to us?
Thank you for our great 3-day stay with you. All pupils have thoroughly enjoyed. Thanks again.

Where did you hear of Manor Adventure? *Previous visit.*

What were the reasons for choosing Manor Adventure? *" " and pleasant experience*

Which centre did you visit last year? *Same*

What other visits does your school organise? *Year 3, -6 residentials*
We vary them so we have year groups.

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...*19-21-FEB-24*...

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[Signature]</i>	
Grace Hurley	<i>[Signature]</i>	
Dewi Jones	<i>[Signature]</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 Lake Hotel DATES: 19-21/2/24
NAME OF ACCOMMODATION:

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? Good

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? Excellent

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? Excellent

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation: Very Good Teacher Accommodation: Excellent

Washing & Toilet Facilities: Very Good Cleanliness / Hygiene: Excellent

The Grounds: Excellent

Were there any accommodation problems? None - although there weren't any soaps in any bathrooms.

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

Standard of Furnishing? Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - excellent

How do you rate the packed lunches? Very Good, N/A

Any other comments? Food was delicious, well catered for.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Yes

Were the Instructors motivating / clear / enthusiastic? Yes

How do you rate the outdoor pursuits? Very Good

How do you rate the outdoor pursuit equipment? Very Good

What were your pupil's favourite outdoor pursuits? Climbing and arduous

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?
No - although we arrived in wet weather, possibly cater for this e.g. gravel paths etc.