

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: 22-24/1/24
NAME OF ACCOMMODATION: ABERNANT 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? 2

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 - Ebony has been great.

Operations (Rooming, outdoor pursuit programmes, support)? 1 - Great

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 4 - fast to get going Fire Drill: 4 - NOT REALLY EXPLAINED ^{room number?} ^{group number?} Number not clear on fence. Children's quietness.

Room Allocation: 5 - CHAOS - 63 kids Introductory Talk: Quick

with classes up 2 flights of stairs - other schools coming down, staff on mobiles not helping

SECTION 3: Centre Facilities

Pupil Accommodation: 2 - Warm rooms. Teacher Accommodation: 2 - All good.

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2 - huge cobwebs in staff lounge.

The Grounds: 2 - more shelter for outdoor activities.

Were there any accommodation problems? Drying room - not drying / canteen floor

Very dangerous. Many slipped on wet floor / Some radiators 2nd floor not suitable hanging off.

Standard of cleanliness / tidiness? (teacher & pupil) Very good happy, have

no complaints

Standard of Furnishing? All good, no issues

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes Excellent, you've been very accomodating with our fussy children. Hearty warm food.

Was there enough to eat? YES!! - Excellent

Was the food served promptly? YES! - Excellent

Were all dietary requirements catered for? YES! - Excellent

How do you rate the packed lunches? N/A

Any other comments? lovely Welsh speaking cook serving us

Not an issue but was sent wrong menu

SECTION 5: Centre Staff & Outdoor Pursuits

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

UNSURE - A gentleman went through the pack with me??

How do you rate the Centre Staff / Instructors?

Helpful: 2 - Yes all good. Professional: 1

Were the Instructors motivating / clear / enthusiastic? YES! all punctual

and ready to go. - kept kids going in awful conditions.

How do you rate the outdoor pursuits? lovely activities if weather would've

been better.

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Survival, Obstacle Course

Absailing

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?

Having back up plan for severe weather to be

outside all day was serious.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Coming back to a hot shower and facilities esp. for free time. - Coffee Machine was great!*

Which aspect of your stay was least enjoyed? *Getting so wet that a drying room wasn't efficient enough - Need better room to ensure we had dry clothes.*

How do you rate the overall product on a value for money basis? *For this time of year AMAZING*

Will you be considering a further visit with Manor Adventure? *YES - IDEALLY*
EASTER TIME - Can we book?

Have you any further general comments which you feel would be useful to us?
Fire alarm went off - NO STAFF TO LEAD - I WAS GIVEN A CLIPBOARD TO SORT OUR CHILDREN - WHICH WAS TOTALLY OPP TO THE DRILL - NO LIGHTS IN STAFF INDOORS NOT TAKING CHARGE - Trying to sort 63 kids into groups in dark and rain was MANIC

Where did you hear of Manor Adventure? *Other schools*

What were the reasons for choosing Manor Adventure? *Indoor facilities nice bedrooms with showers, able to allow a large number to come same time - Next year we have 90 children in year 4.*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *London yr 6, Glam Mlyn yr 5, Hanganmog yr 3*

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:



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manor adventure

COURSE 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

