

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: 22nd Jan - 28th Jan
NAME OF ACCOMMODATION: Abernant Lake Hotel

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? 1

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

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration? 1

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 2 - Tour for children not great - lack of info and advice

Room Allocation: 1 Fire Drill: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? 1

no heating in one teacher room

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 3

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? 1

Any other comments? Excellent food. Chef also did everything he could to accommodate our fussy eaters.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes - 1

How do you rate the Centre Staff / Instructors? Yes - 1

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 2 - mostly great but one instructor very quiet and not enough presence.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Obstacle Course, Climbing, Abseiling & lake challenges.

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? Don't do double lake sessions in the winter when it's cold.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities + food*

Which aspect of your stay was least enjoyed? *Noisy neighbours above from Weds night*

How do you rate the overall product on a value for money basis? *4 - great price now but very expensive summer rates*

Will you be considering a further visit with Manor Adventure? *1*

Have you any further general comments which you feel would be useful to us?
Possible & loyalty discount / cheaper summer rates.

Where did you hear of Manor Adventure? *Penous headteacher*

What were the reasons for choosing Manor Adventure? *Great previous experiences.*

Which centre did you visit last year? *Kilve Court, Somerset (lots of behaviour problems - closer to home)*

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

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NAME	FORM SEEN	ACTION/COMMENTS
...	✓	...
...	✓	...

MANOR ADVENTURE

for

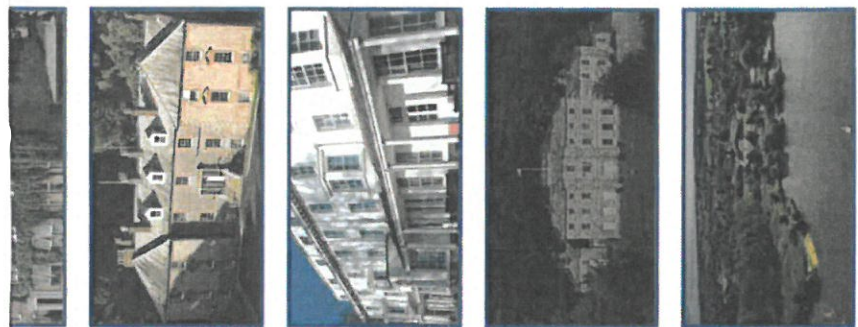
Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

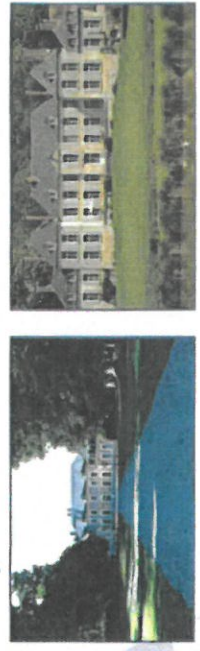
Norfolk Lakes, Norwich



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