

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 DATES: 3-5 July 24  
NAME OF ACCOMMODATION: Tented Village

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? Nothing in particular

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? Good

Customer Services (Bookings, payments, support)? Good

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: ..... Fire Drill: .....

Room Allocation: ..... Introductory Talk: .....

### SECTION 3: Centre Facilities

Pupil Accommodation Very good Teacher Accommodation: Very good

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

The Grounds: .....

Were there any accommodation problems? No lanterns in pupil tents on arrival, but sorted out quickly when mentioned.

Standard of cleanliness / tidiness? (teacher & pupil) Campsite was clean & tidy.

Standard of Furnishing? Good, requested camping chairs for teachers tents for us to sit outside our tent, again quickly sorted out.

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Meals were excellent

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

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

No

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Very good

Were the Instructors motivating / clear / enthusiastic? Yes, very encouraging & motivating

How do you rate the outdoor pursuits? 9/10

How do you rate the outdoor pursuit equipment? 9/10

What were your pupil's favourite outdoor pursuits? Stand up paddle boarding, rifle shooting, we did choose zip wire but it wasn't on our timetable.

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

Some of the activities on our timetable were different to what the instructors had on theirs.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Tenting experience*

Which aspect of your stay was least enjoyed? *The kids wanted to do the zip wire, which we chose but for some reason we didn't do it*

How do you rate the overall product on a value for money basis? *Not sure*

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?  
*A washing line would be great in the tented village for when the weather is dry despite the drying room*

Where did you hear of Manor Adventure?  
What were the reasons for choosing Manor Adventure? *Close location, and we like the privacy of the tented village*

Which centre did you visit last year? *This one*  
What other visits does your school organise? *Langranog & Manorbier*

**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

