

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Range of activities.*

Which aspect of your stay was least enjoyed? *✓*

How do you rate the overall product on a value for money basis? *1*

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?  
*Table tennis table in the rec room, pool table or fursbay*

Where did you hear of Manor Adventure? *Previous booking*

What were the reasons for choosing Manor Adventure?  
*Excellent value and good price experiences*

Which centre did you visit last year? *Abernant*

What other visits does your school organise?  
*Theme parks*

**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: *21st 23rd June 24*

NAME	FORM SEEN	ACTION/COMMENTS
I		
C		
L		
A		
J		
J		
J	✓	
	✓	



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: ..... DATES: 21/6/24 - 23/6/24  
NAME OF ACCOMMODATION: Abarant

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? Excellent, shared with parents

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? Caroline is superb.

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? /

### SECTION 2: Arrivals

General Welcome: 1    Fire Drill: 2

Room Allocation: 1    Introductory Talk: 1

### SECTION 3: Centre Facilities

Pupil Accommodation: 2    Teacher Accommodation: 1

Washing & Toilet Facilities: 2    Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? /

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

Standard of Furnishing? 2

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1 - students offered ample

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? /

Any other comments? .....

### 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: 2

Were the Instructors motivating / clear / enthusiastic? Adam - good, Polina

Miss Libby, Abi (very good manner) 06

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? Canoe/kayak

Zip wire

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? .....