

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities*

Which aspect of your stay was least enjoyed? *creeky doors and beds*

How do you rate the overall product on a value for money basis? *Good but as prices rise small improvements could be made*

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?

Clocks should be in every room, fitted sheets should be on all beds, developing a games room, more dry rooms, washing lines for outdoor drying

Where did you hear of Manor Adventure? *Previously been*

What were the reasons for choosing Manor Adventure? *Excellent experience for children*

Which centre did you visit last year? *Abernant lake*

What other visits does your school organise?

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... *19th - 21st June*

| NAME | FORM SEEN | ACTION/COMMENTS |
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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 Manor Adventure DATES: 19th - 21st
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 ?

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?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? One of the childrens toilets were

blocked and it wasn't able to be fixed which meant them

walking down to the toilets in the night
Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 3

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 a lovely selection of
food for every meal

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? Yes, however one pupil had several
allergies but was only given a nut allergy tag. I had to explain

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?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? 2 ladies that did our
obstacle course were fantastic

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? All the lake pursuits

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

we asked for Zipline on the ticklist and didn't get it but another

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