

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: 19-21st June 2024
NAME OF ACCOMMODATION: Abernant

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Great (1) Fire Drill: Great (1)

Room Allocation: Great (1) Introductory Talk: Great (1)

SECTION 3: Centre Facilities

Pupil Accommodation: (4) Teacher Accommodation: (3)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (2)

The Grounds: (1)

Were there any accommodation problems? No problem - very squeaky doors that slam - could they be improved?

Standard of cleanliness / tidiness? (teacher & pupil) Pupil room need updating - mattress patches at least? Clocks in every room to prevent

Standard of Furnishing? door slamming in early morning. Staff room - chairs are quite uncomfortable!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? (1) Excellent food.

Was there enough to eat? (1)

Was the food served promptly? (1)

Were all dietary requirements catered for? (1) (Didn't like having to near a lanyard though! Felt singled out!)

How do you rate the packed lunches? N/A.

Any other comments? Amazing food! ♥

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes - Amazing + accommodating staff.

How do you rate the Centre Staff / Instructors? Helpful: (1) Professional: (2)

Were the Instructors motivating / clear / enthusiastic? Most were excellent - a few were slow to move activities on so there was less time.

How do you rate the outdoor pursuits? (2)

How do you rate the outdoor pursuit equipment? (2)

What were your pupil's favourite outdoor pursuits? Climbing?

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? Atti - Top instructor - kids loved him!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities - raft building took them so long, the raft got on water + broke + time was up!! Disappointing for them*

Which aspect of your stay was least enjoyed? *Bedtimes!! + water activities on last day are challenging*

How do you rate the overall product on a value for money basis? *Expensive and this is apparent in the parents paying for it - Too much.*

Will you be considering a further visit with Manor Adventure? *Considering it but will depend on price.*

Have you any further general comments which you feel would be useful to us?
Lots of unused space that could be used for 'down time' that schools would like - reading areas, drawing areas, TV room for films / pool table etc.

Where did you hear of Manor Adventure? *Been previous*

What were the reasons for choosing Manor Adventure? *Cluster transfer although 'mixing' time is limited due to lack of space to mix.*

Which centre did you visit last year? *Armet.*

What other visits does your school organise?

P.S Staff are brilliant here and cannot do enough. Great visit!!

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

