

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 Hotel DATES: March 4<sup>th</sup> — 8<sup>th</sup> 2024  
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? ..... N/A

How professional was the Presentation Evening? ..... N/A

How did you rate our pre-visit administration? ..... 1

Customer Services (Bookings, payments, support)? ..... 1

Operations (Rooming, outdoor pursuit programmes, support)? ..... 1

Preview visit to the centre? ..... N/A

### SECTION 2: Arrivals

General Welcome: ..... 1 Fire Drill: ..... 1

Room Allocation: ..... 1 Introductory Talk: ..... 1

### SECTION 3: Centre Facilities

Pupil Accommodation ..... 2 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 2 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 2

Were there any accommodation problems? ..... None

Standard of cleanliness / tidiness? (teacher & pupil) ..... High standard throughout

Standard of Furnishing? ..... 3

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? ..... 2 Great range of options at all meal times.

Was there enough to eat? ..... 1 Great selection and portion sizes.

Was the food served promptly? ..... Always!

Were all dietary requirements catered for? ..... Yes, thank you.

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, on arrival and through our stay.

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Always Professional: ..... 1 extremely

Were the Instructors motivating / clear / enthusiastic? ..... 1 All of the above

How do you rate the outdoor pursuits? ..... 1 Super selection, range of challenge to facilitate all needs.

How do you rate the outdoor pursuit equipment? ..... 1 Very impressed!

What were your pupil's favourite outdoor pursuits? ..... Zip wire, climbing and abseiling.

Are there any new outdoor pursuits you would like Manor Adventure to offer? ..... Gorge walking

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

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The activities, great choice and well organised.*

Which aspect of your stay was least enjoyed? *All aspects were enjoyable.*

How do you rate the overall product on a value for money basis? *Very competitively priced with other centres - great value.*

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?

*The upgrades, from last, to the accomodation really made a difference.*

Where did you hear of Manor Adventure? *From peers.*

What were the reasons for choosing Manor Adventure? *The range of activities and value for money.*

Which centre did you visit last year? *Abernant Lake Hotel*

What other visits does your school organise? *N/A*

**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: .....

*manor  
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
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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

