

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: 13/3/24 - 15/3/24
NAME OF ACCOMMODATION: ABERNANT MANOR ADVENTURE

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? N/A

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? Excellent

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? Excellent!

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent Teacher Accommodation: very good

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Beautiful!

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Excellent & kitchen / dining room

Standard of Furnishing? Very good - lovely to see the updated flooring!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes, excellent options for picky eaters too!

Was there enough to eat? Plenty!

Was the food served promptly? Perfect!

Were all dietary requirements catered for? Yes, no problems & clearly organised!

How do you rate the packed lunches? N/A

Any other comments? Huge compliments again from our staff to yours about how lovely everyone was and so patient with the children!

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: Excellent - above + beyond Professional: Very!

Were the Instructors motivating / clear / enthusiastic? Firm but fair with appropriate 'banter' Very patient

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Blind trail, Evening Walk, Archery (so far...)

Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A

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

Appreciated the seats this time around by the lake! 😊

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The rapport between staff @ Manor + pupils! The children loved it all and the bonds!*

Which aspect of your stay was least enjoyed? *N/A*

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

Will you be considering a further visit with Manor Adventure? *Of course!*

Have you any further general comments which you feel would be useful to us?

• A map - to help staff (first timers) around the facility

• High Vis Jackets for evening walk possibly?

• Having a board with staff photos (helps children + staff)

(compliments board for kids + staff to write)

Where did you hear of Manor Adventure? *Came here as LSA years ago - now teacher!*

What were the reasons for choosing Manor Adventure? *The children, staff and I have loved every moment each time we have been. The staff + activities make it!*

Which centre did you visit last year? *ABERNANT*

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



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

