

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: 10/5/23 - 13/5/23  
NAME OF ACCOMMODATION: .....

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? Website is excellent

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? .....

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: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent

Were there any accommodation problems? none

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

Standard of Furnishing? Very Good

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? n/a

Any other comments? Very friendly lunch staff

The one child who could not eat pork for religious reasons did not like wearing a big badge as he felt it singled him out.

### 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 Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? yes, lots of them were fab with the children.

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? water activities / Climbing wall & crate stacking

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

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

It was all fantastic from start to finish.

Thank-you All



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All the activities & friendly staff*

Which aspect of your stay was least enjoyed? *Going home.*

How do you rate the overall product on a value for money basis? *v. good*

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?

Where did you hear of Manor Adventure? *Previous visits since 2012.*

What were the reasons for choosing Manor Adventure? *Previous successful visits*

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

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..... *10th - 13th May*

NAME	FORM SEEN	ACTION/COMMENTS
C		
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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

