

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]
CENTRE: Abernant DATES: 10-12 July 2019
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

Did you find the brochure accurate and informative? Yes

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? /

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)? 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: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1+++ (As Usual!)

Were there any accommodation problems?
None

Standard of cleanliness / tidiness? (teacher & pupil)
None

Standard of Furnishing?
1

SECTION 4: 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 - Chef was v helpful in providing us with menu for our diabetic pupil.

How do you rate the packed lunches? N/A

Any other comments? As usual - a very big thank you to chef & the team! Fantastic food.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
*I feel that this group of instructors are the best we've experienced. The standard of skills + especially pupil interaction + friendliness really helped the children enjoy their stay.
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
Scott / Aaron / Jonny / Ben / Sarah

Jess B / (Scott was extremely popular with our children!)

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?
Stand up paddle board / Absorling / Kayak / Lake Challenge.

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?
N/A

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing pupils taking part + challenging themselves. Receiving praise from instructors for excellent behavior.*

Which aspect of your stay was least enjoyed?

All good!

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

Fantastic!

Will you be considering a further visit with Manor Adventure?

Absolutely - the venue is now legendary in our school

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

Yes - but due to their confidential nature I will email the centre for the managers attention.

All positive though.

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure?

Previous visits.

Which centre did you visit last year? *Abernant*

What other visits does your school organise?

None

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

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manor adventure

COURSE REPORT FORM

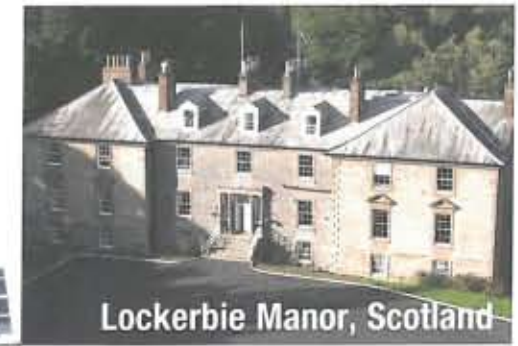
For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France