

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: 8th - 12th July
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?

Good and like video clip

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)? Good - EBONY V. GOOD + CAROLINE (HEAD OFFICE)

Operations (Rooming, outdoor pursuit programmes, support)? Good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: Good

Room Allocation: NOT ENOUGH Introductory Talk: Good

TEACHER BED ROOMS - 2 STAFF HAD CHILDREN'S ROOMS

SECTION 3: Centre Facilities:

Pupil Accommodation: Good but windows need to be opened a bit Teacher Accommodation: Good (but see above)

Washing & Toilet Facilities: Good Cleanliness / Hygiene: FINE

The Grounds: Good Catering: Good

Were there any accommodation problems? Very hot, many windows

stuck or wouldn't open.

Standard of cleanliness / tidiness? (teacher & pupil)

FINE

Standard of Furnishing?

FINE

SECTION 4: Meals

Were the meals of an adequate standard?

Good range

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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Yes Professional: Yes

Which Instructors were motivating / clear / enthusiastic?

SARAH, KATIE, ANGHARAD,
JAMES (x2), BEN,

How do you rate the outdoor pursuits?

Good

How do you rate the outdoor pursuit equipment?

Good, ^{*} we need better flints (survival - accuracy)

What were your pupil's favourite outdoor pursuits? High ropes, cycling,

all water sports,

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

'Leap of faith' ... Telegraph pole jump.

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

* Paddleboards filled v. quickly with water, took ages to empty.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Water activities they were v. efficient & professional with any accidents we had. (cycling)

Which aspect of your stay was least enjoyed?

Too many schools - 10 problematic on the lake and schools integrating as v. busy.

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

- possibly slightly expensive, but probably good value for money -

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?

Very good systems in place for food, activities, fire drill

We really like the 'coffee machine'

Where did you hear of Manor Adventure? ... Have been here several times

What were the reasons for choosing Manor Adventure?

... Enjoyed previous visits

Which centre did you visit last year? ... Visited Abernant 2 years ago

What other visits does your school organise?

Year 3 / Year 4 overnight local stay (nr Reading) for 3 nights

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? No.

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