

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: [REDACTED] DATES: 5-7th July

NAME OF ACCOMMODATION: Abemant Lake

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?
.....

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Yes

How professional was the Presentation Evening? ok - Very professional but lacked enthusiasm during presentation to Pupils

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: Great Fire Drill: ✓

Room Allocation: ✓ Introductory Talk: ✓

SECTION 3: Centre Facilities:

Pupil Accommodation: Good/Fair Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Excellent Catering: Fair

Were there any accommodation problems? Yes one group of boys got stuck from the inside of their rooms. Initially we couldn't find anyone to help.

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

.....

Standard of Furnishing? Good

.....

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

.....

How do you rate the packed lunches? n/a

.....

Any other comments? The lunch and dinner on the Saturday were v. similar in terms of choice

.....

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3/5 Professional: 4/5

Which Instructors were motivating / clear / enthusiastic?

On the activities all instructors were fantastic. Very professional & put the children's minds at ease

How do you rate the outdoor pursuits? Excellent

.....

How do you rate the outdoor pursuit equipment? Good

.....

Some pupils commented that the zip wire ladder didn't seem sturdy enough.

What were your pupil's favourite outdoor pursuits? Canoeing / Kayaking

/ They also enjoyed the evening walk

Are there any new outdoor pursuits you would like Manor Adventure to offer? An indoor swimming pool

.....

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

.....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities*

Which aspect of your stay was least enjoyed? *Time in between*

activities - Maybe more facilities such as table football/table tennis would be useful.

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

4/5

Will you be considering a further visit with Manor Adventure? *Yes*

I think we will alternate with Langrannog every other year.

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

The instructors were generally v helpful however, when a group of 4 boys were locked in their room, initially we couldn't find anyone to help for approx. 10 minutes. It then took a further 25 mins for the maintenance

Where did you hear of Manor Adventure? *to a friend. We had one*

What were the reasons for choosing Manor Adventure? *boy who had medical issues in the room. I felt this*

could have been dealt with in a more professional manner. Something different to Langrannog.

Which centre did you visit last year? *Langrannog*

What other visits does your school organise? *Langrannog and*

Other Udd Camps

However, overall the staff have been great, and the pupils have been well cared for the entire weekend.

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: [Redacted] Name: [Redacted]

Address: [Redacted] Address: [Redacted]

manor adventure

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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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