

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: 12-14 June 2019  
NAME OF ACCOMMODATION: Abernant Lake Hotel

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: N/A

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)? 2

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: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering:

Were there any accommodation problems? Yes. Shower door unhooked in room 102. and room door hard to open. Staff were told and problems rectified early next day

Standard of cleanliness / tidiness? (teacher & pupil)

1 Excellent

Standard of Furnishing? Perfect for purpose

### SECTION 4: Meals

Were the meals of an adequate standard? yes, great variety

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Great food served by friendly, helpful staff

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All, they managed all the above with patience and fun.

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 boarding

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

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

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? .....

Which aspect of your stay was least enjoyed? .....

How do you rate the overall product on a value for money basis? ..... 1

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 trips

What were the reasons for choosing Manor Adventure? ..... our Experience of

high level of safety, adventure and fun for the children.

Which centre did you visit last year? ..... Abernant Lake Hotel

What other visits does your school organise? ..... Educational day

trips. This is our only residential.

**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