

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: Manor Adventure Abernart DATES: 10th - 12th June 19
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?

NA

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

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: very welcoming Fire Drill: seamless process

Room Allocation: Efficient Introductory Talk: Informatve

SECTION 3: Centre Facilities:

Pupil Accommodation: Satisfactory Teacher Accommodation: comfortable

Washing & Toilet Facilities: Satisfactory Cleanliness / Hygiene: very clean

The Grounds: Beautiful grounds Catering: plenty of choice

Were there any accommodation problems? just 1 room had a problem with a lock but this was easily resolved

Standard of cleanliness / tidiness? (teacher & pupil) very clean + tidy

Standard of Furnishing? Satisfactory

SECTION 4: Meals

Were the meals of an adequate standard? yes - plenty of choice + healthy

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? NA

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

All instructors were great but we loved George who was very enthusiastic + funny + fun.

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? Our children loved them all. Especially canoe, kayak + zip wire.

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

Crate Stack

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? *We loved it all.*

Which aspect of your stay was least enjoyed? */*

How do you rate the overall product on a value for money basis? *we had a great time*

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?

Constructive criticism - sometimes, particularly on the last day, it was a bit of a rush to come back

from activities, eat lunch + be out of our rooms at time maybe a little more time between sessions

Where did you hear of Manor Adventure? *website*

What were the reasons for choosing Manor Adventure? *Range of activities location*

Which centre did you visit last year? *This is our 2nd year at Manor Abertawe*

What other visits does your school organise? *Eden Project*
Gulwen Education Centre

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



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