

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: 14-16<sup>th</sup> June 2019

NAME OF ACCOMMODATION: Abernant

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 2 *shower - excellent*

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) Excellent, all areas. 1

Standard of Furnishing? fit dated but furnishing functional

### SECTION 4: Meals

Were the meals of an adequate standard? Fantastic, good choice too. 1

Was there enough to eat? Loads! Excellent 1

Was the food served promptly? Yes and always with a smile. 1

Were all dietary requirements catered for? Yes all meals 1

How do you rate the packed lunches? N/A.

Any other comments? Tasty hot meals, service smooth.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?  
Lewis, Ben, Jess, George, Sam, Johnny, Angharad, Jack. Kate/Katy? Vera - v good!  
Can't fault any. Apologies if missed anyone.

How do you rate the outdoor pursuits? 1

Well timed, good length of time.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? 1 Stand up Paddleboards,  
2 Rifles

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? *Range of activities, smoothly led, water based activities, warm welcome from all staff.*

Which aspect of your stay was least enjoyed? *Ch<sup>+</sup> less fussed on high elements but we thought more would love it!*

How do you rate the overall product on a value for money basis? *Very good. (2)*

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 patient + inclusive staff, fostered independence and perseverance.*

Where did you hear of Manor Adventure? *Been before.*

What were the reasons for choosing Manor Adventure? *Well run, good choice of activities, good distance for us.*

Which centre did you visit last year? *Abernant*

What other visits does your school organise? *Llangrannog*

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