

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 DATES: 24 - 28.06.2019

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? (1)

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? n/a

How professional was the Presentation Evening? n/a

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? n/a

Operations (Rooming, outdoor pursuit programmes, support)? n/a

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: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering:

Were there any accommodation problems? No - only some minor issues with opening windows

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

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? The children loved them. A greater variety of salad/veg would be ideal but probably not possible.
Was there enough to eat? Yes - definitely

Was the food served promptly? Yes - very

Were all dietary requirements catered for? Yes - although all have meat is an issue for Sikhs who don't eat halal -

How do you rate the packed lunches?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

They were all excellent.

How do you rate the outdoor pursuits? Excellent: a great range

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Varied - some fencing; climbing; initiative exercises; water sports; ziplining

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

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? *The activities - the children were enthusiastic & the instructors excellent.*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *I don't know how it compares but seems good.*

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?
It would be good to see a bigger focus on the environment/recycling eg recycling bottles/kanal food waste; no polystyrene cups; no need for the drinks at the BBQ as squash inside & children have bottles

Where did you hear of Manor Adventure? *previously visited - 12 years*

What were the reasons for choosing Manor Adventure?
Great facilities; varied activities; good accommodation

Which centre did you visit last year? *Manor Adventure - Abernant*

What other visits does your school organise? *PGL*

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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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