

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: 24-28 / 06 / 19

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? N/a

How could we improve our website, www.manoradventure.com?

more activity photos

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

Did he provide a fair description of our centre and product? [initials]

How professional was the Presentation Evening? [initials]

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/a

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 issue but sorted quickly Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 (but we missed hot puddings!)

Were there any accommodation problems?

would love clocks in rooms

Standard of cleanliness / tidiness? (teacher & pupil)

1

Standard of Furnishing?

2 - beds very squeaky!

SECTION 4: Meals

Were the meals of an adequate standard? Yes!

Was there enough to eat? Hell, yes!

Was the food served promptly? Yes!

Were all dietary requirements catered for? Yes! Apart from Mrs Stanton's love of apple crumble!

How do you rate the packed lunches? N/a

Any other comments? Awesome chicken kebabs! Lamb hot pot was delicious

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Laura said Sam was great! Katie, George, Jack, Jarrard -> all great Jonny

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2 paddle boards sank - need plugs! Not enough blind folds (and saggy). Blind trail pool!

What were your pupil's favourite outdoor pursuits?

Zip Wire, Water Activities, Obstacle Course

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

No - great range

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

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Range of activities - AND FOOD!*

Which aspect of your stay was least enjoyed? *5:20am fire alarm! (+ lack of apple crumble)*

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

Will you be considering a further visit with Manor Adventure? *Yes - already booked!*

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

Where did you hear of Manor Adventure? *We've been coming forever*

What were the reasons for choosing Manor Adventure? *and it's always brilliant!*

Which centre did you visit last year? *Same*

What other visits does your school organise? *York 3 days for Y4 day visits*

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