

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 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? ①

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

Have been many times so didn't need to look at it  
N/A

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

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? Secretary dealt with this

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: ①

Washing & Toilet Facilities: ① Cleanliness / Hygiene: ①

The Grounds: ① Beautiful well kept Catering: ① Fantastic!

Were there any accommodation problems? None at all

Standard of cleanliness / tidiness? (teacher & pupil) Excellent!

Standard of Furnishing? ①

### SECTION 4: Meals

Were the meals of an adequate standard? Yes. Good choice. Plenty of it. Nut free - we had a severe nut allergy.

Was there enough to eat? Plenty

Was the food served promptly? Yes. Minimum time spent waiting

Were all dietary requirements catered for? Yes. Clearly displayed also - this was great.

How do you rate the packed lunches? -

Any other comments? We will be back! Other centres let themselves down on catering - not you!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

Very much so! Our children took well to all of your staff. Very friendly but knowledgeable and didn't take any nonsense - which is good.

How do you rate the outdoor pursuits? ①. Fantastic range of activities

How do you rate the outdoor pursuit equipment?

①. All taken good care of. Stored neatly and kids encouraged to do the same.

What were your pupil's favourite outdoor pursuits?

It varied, but zip<sup>SUP</sup>, climbing and high ropes were very popular.

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

? I have no idea 😊

+ Marshmallows around camp fire!

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

- Myself and other staff hurt ourselves on lake zip. Cleared the ramp, hit tree, smashed shins on ramp 😞

- SUP boards sank quite quickies - filled with water ???

int... not sure what can be done about this thing, while  
 SP boards were better. More padding needed on tree ??? ☺  
 SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staff room with coffee machine!*  
 Activities for children, Staff loved food and  
 accommodation. All of it really! Didn't use bar!  
 Which aspect of your stay was least enjoyed? .....  
*Some activities - but this was due to the choices  
 made → I didn't pick them. Not sure who did - this is  
 our fault*  
 How do you rate the overall product on a value for money basis? .....  
 ① Super! Children are non stop! No time for nonsense  
 Will you be considering a further visit with Manor Adventure? *Yes*  
*Next year, for sure! Hoping for a cluster trip.*

Have you any further general comments which you feel would be useful to us?  
*We have all had a wonderful time. All 3  
 staff stayed all week yet it was no chore.  
 Amazing place, super staff, clean comfortable  
 rooms. We feel we were taken good care of  
 Been many times*  
 Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? .....

Which centre did you visit last year? *won't say!*

What other visits does your school organise? *Sometimes a cultural  
 trip to London for a show.*

# 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*

### 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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Le Château de Warsy, France

Have you considered our  
 French Centres

Le Château de Warsy &  
 Le Château du Broutel



Le Château du Broutel, France