

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: 13th - 17th May

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? Yes

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Good and very accommodating with when we pay

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

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: ✓

Room Allocation: good Introductory Talk: good

SECTION 3: Centre Facilities:

Pupil Accommodation: very good Teacher Accommodation: excellent

Washing & Toilet Facilities: excellent Cleanliness / Hygiene: excellent

The Grounds: excellent Catering: excellent

Were there any accommodation problems? NO

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

Standard of Furnishing? excellent

SECTION 4: Meals

Were the meals of an adequate standard? excellent

Was there enough to eat? definitely

Was the food served promptly? Yes

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? N/A

Any other comments? It was a nice idea to have the BBQ.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: excellent Professional: excellent

Which instructors were motivating / clear / enthusiastic?

Sam was outstanding

How do you rate the outdoor pursuits? excellent - good range of activities

How do you rate the outdoor pursuit equipment? excellent

What were your pupil's favourite outdoor pursuits? paddle boarding - all lake activities

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?

Have all instructors with Sam's attitude, he was really chilled with the kids, as well as patient and kind

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The lake activities*

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

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

Will you be considering a further visit with Manor Adventure? *definitely*

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

It was good having the lake activities all on one day and it was good not to have wet activities on our last day as last year we needed showers before getting on the bus

Where did you hear of Manor Adventure? *A friend*

What were the reasons for choosing Manor Adventure? *We come last year and thoroughly enjoyed it*

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