

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 DATES: 13-15/11/19

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? 3

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? Yes, no heating in one staff bedroom but was sorted

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Food could have been warmer

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All of them that worked with us - Tony, Ben, Sarah, James, Ewan, Keeran, Jess, Louis, Aaron, Ryan

How do you rate the outdoor pursuits? Good variety

How do you rate the outdoor pursuit equipment? 2, however, we do think

children + staff should have been provided with high vis jackets on the evening walk so that they could be seen at all times

What were your pupil's favourite outdoor pursuits? Blind trail, zip wire, raft building

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?

In between activities, a warm location for schools to meet and have a warm drink besides the bedroom



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The staff make the place - always upbeat, approachable + encouraging*

Which aspect of your stay was least enjoyed? *no heating in several areas, especially dining room. Difficult to warm up.*

How do you rate the overall product on a value for money basis? *1*

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?

*Improve drying facilities - our clothes did not dry at all in the drying room.*

Where did you hear of Manor Adventure? *Another school.*

What were the reasons for choosing Manor Adventure? *Something new, with a good variety of onsite activities.*

Which centre did you visit last year? *Abernant Lake.*

What other visits does your school organise? *Tan-y-Bwlch, Mangranog + Udd Caerdydd.*

*Diolch yn fawr.*

**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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# 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