

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: ASBERNANT LAKE DATES: 11-15 November 2019

NAME OF ACCOMMODATION: AS ABOVE

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?  
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? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: 3 Fire Drill: 5

Room Allocation: 2 Introductory Talk: 3

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 4 Teacher Accommodation: 1 <sup>5</sup> (2 male staff accommodated in pupil room)

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems? No heating / hot

water in male staff room some communal areas cold

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

Standard of Furnishing? 2  
(ANTI SLIP SURFACE NEEDED ON DINING ROOM FLOOR)

**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 - LESS CHOICE FOR VEGETARIANS

How do you rate the packed lunches? N/A

Any other comments? CATERED WELL FOR SPECIAL DIETS

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

EWAN, ARAN, SARAH, JESS (from Tefted), JAMES

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2 (NOT ENOUGH FENCING EQUIPMENT)

What were your pupil's favourite outdoor pursuits? All very well received

Are there any new outdoor pursuits you would like Manor Adventure to offer? BIKE TRACK - LIKE OLD ONE IN FIELD

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? .....

ACTIVITIES

Which aspect of your stay was least enjoyed? .....

NONE

How do you rate the overall product on a value for money basis? ... 2

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?

PADDLE BOARDING TO BE PRIOR TO A MEAL-TIME RATHER THAN SESSION 1 OR 3 - MORE GAP BETWEEN END OF ACTIVITIES + MEALS.

Where did you hear of Manor Adventure? EDUCATIONAL SHOW FIVE OR SIX YEARS AGO.

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

WIDER RANGE OF ACTIVITIES + ~~EXPERIENCE~~ FULL OUTDOOR RESUIT PROGRAMME IN EVENING

Which centre did you visit last year? ... ABERNANT LAKE HOTEL

What other visits does your school organise? .....

Y2 - EDGEMOND HALL Y4 - PREVIOUSLY CONDOVER (TUI) NOW CULMINGTON MANOR.

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: .....

\* DRYING ROOM 'NUMBER' IN GREEN FOLDER. \* NB WITH NEW DEMANDS TO UPDATE SCHOOL WEBSITES - WIFI ACCESS ON ALL FLOORS WOULD BE HELPFUL

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