

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: 18-22 November '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?  
Didn't use

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

Did he provide a fair description of our centre and product? ..... 2

How professional was the Presentation Evening? ..... 2

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: ..... 2 Fire Drill: ..... 1

Room Allocation: ..... 1 Introductory Talk: ..... 3

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 3 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 3 Cleanliness / Hygiene: ..... 4

The Grounds: ..... 1 Catering: ..... 3

Were there any accommodation problems? .....

Standard of cleanliness / tidiness? (teacher & pupil) ..... Staircase hall and corridors could be cleaned during week

Standard of Furnishing? ..... Generally good, children's bunks OK

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... If late for meals - food was ~~like~~ warm.

Was there enough to eat? ..... Good sized portions

Was the food served promptly? ..... Yes, staff followed timetable

Were all dietary requirements catered for? ..... Gluten free, vegetarian, non dairy - all catered for

How do you rate the packed lunches? ..... N/A

Any other comments? ..... Maybe more choice required for breakfast.

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

How do you rate the Centre Staff / Instructors?

Helpful: ..... 2/3 Professional: ..... 2

Which Instructors were motivating / clear / enthusiastic?

Aaron, Ben, Iwan, Sam, Aghasad - patient, clear instructions, friendly

How do you rate the outdoor pursuits? ..... 1 For variety and challenges

Some instructors didn't teach and were a bit abrupt with pupils.

How do you rate the outdoor pursuit equipment? ..... 3, Cags and buoyancy aids very worn. Wetsuits could be an option for lake activities

What were your pupil's favourite outdoor pursuits? ..... Cycling, Canoe/Kayak, 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?

Bikes need to be better maintained

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Children kept busy with excellent variety of activities*

Which aspect of your stay was least enjoyed? *Parts of accommodation were cold. Common room with furniture to meet up with our pupils.*

How do you rate the overall product on a value for money basis? *Prices are reasonable for the whole experience.*

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?

*Pupils needed more clothes/shoes as several activities made them wet and dirty - needed better warning of this.*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Recommended by other schools*

Which centre did you visit last year? *Pedine Outdoors*

What other visits does your school organise? *Cardiff + Llangrannog Udd Camps*

**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: [Redacted] Name: [Redacted]

Address: [Redacted] Address: [Redacted]

**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