

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: Abemant DATES: 18/11/19-22/11/19

NAME OF ACCOMMODATION: Abemant 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?

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?

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 - Some niggles (Flickering light etc) Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Flickering light in one room unable to be sorted (Room 116)

Standard of cleanliness / tidiness? (teacher & pupil) Some areas were grubby stair wells ~~and~~ etc

Standard of Furnishing? Teacher accom perfect - childrens rooms basic. Some areas could do with touching up.

SECTION 4: Meals

Were the meals of an adequate standard? 1 - Awesome

Was there enough to eat? Plenty

Was the food served promptly? Always

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Andy was very accommodating as always.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

To be honest all this year. Tom, ~~and~~ James and Tony have been very helpful. Jess and Jess have stood out.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2 - S'UP boards

have holes and could do with new.

What were your pupil's favourite outdoor pursuits? Lake challenge, rifles Zip and Blind Trail.

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

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

Message! A common room with TV, couches, pool table etc. Just an idea?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The general welcoming feeling from Giff and all of the team.*

Which aspect of your stay was least enjoyed? *The kids!!!!*

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

Will you be considering a further visit with Manor Adventure? *Of course!*

Have you any further general comments which you feel would be useful to us?
(As discussed with Giff - One Page Profiles from schools to help instructors know certain children before arrival.

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *The activities offered.*

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

What other visits does your school organise? *3/4 Residential*

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? *I think I've exhausted these*

Name: Name: *options*

Address: Address: *LOL!*

manor adventure

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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