

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: 25-27 Nov 2019
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 2

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? Yes 2

How professional was the Presentation Evening? 2

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? —

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? Yes Dry room not working? Many pupils clothes did not dry.

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

Standard of Furnishing? Decent standard (Pupil)
Good (Teacher)

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? —

Any other comments? —

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Majority were excellent - Some gave better instructions than others

How do you rate the outdoor pursuits? Water pursuits were excellent - Some others were poor (camp craft)

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Canoe / Kayaking / Blind Trail.

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?

Camp Craft - No actual pupil involvement (only to drink Hot Chocolate) Pupils were bored.
Orienteering in the dark! - This proved difficult / challenging

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Warm Welcome, great facilities / activities*

Which aspect of your stay was least enjoyed? *Camp Craft / Night time orienteering*

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

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?

Better / More detailed explanation of what to wear etc on activities before activities to avoid pupils constantly being sent back to rooms.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

New venue / value

Which centre did you visit last year? *Hargrannoy*

What other visits does your school organise?

*Walk / Camp
London trip*

SECTION 7 *Thank you on behalf of staff/pupils for a great few days - we have really enjoyed our stay.*

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



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