

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 Lake DATES: 27th - 29th Nov

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? 2

How could we improve our website, www.manoradventure.com?

More photographs of activities

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

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

How professional was the Presentation Evening? Very informative

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 1 - Ebony was incredibly helpful

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? One room key was broken + a light. All dealt with efficiently + appropriately

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 3 - looking a bit tired but we do appreciate it is the end of season

SECTION 4: Meals

Were the meals of an adequate standard? Yes - plenty of variety + portions

Was there enough to eat? Yes, plenty!

Was the food served promptly? Yes - all catering was excellent

Were all dietary requirements catered for? Yes, very

How do you rate the packed lunches? Limited filling choice + not very child friendly choices. No alternative for a lactose intolerant

Any other comments? Food was lovely. Catering staff very helpful

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Grace, Tom. Our main contact was very attentive + helpful

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Great

What were your pupil's favourite outdoor pursuits? Love challenge, abseiling, hard 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 was a little boring. more games/activities to engage the children would have been good

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities / food.*

Which aspect of your stay was least enjoyed? *vending machines!
Also need more activities in the recreation room.*

How do you rate the overall product on a value for money basis? *Very good
value for money.*

Will you be considering a further visit with Manor Adventure? *Yes - already
booked for 2020 + 2021*

Have you any further general comments which you feel would be useful to us?
*See above - activities for rec room.
We've had a fantastic time - thank you.*

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

What were the reasons for choosing Manor Adventure? *Previous visit +
good value for money.*

Which centre did you visit last year? _____

What other visits does your school organise? _____

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

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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