

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 Hotel DATES: 28th Oct → 1st 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? ①

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)? ①

Preview visit to the centre? ②

SECTION 2: Arrivals

General Welcome: ① Fire Drill: slightly too soon

Room Allocation: ① Introductory Talk: ①

SECTION 3: Centre Facilities:

Pupil Accommodation: ② Teacher Accommodation: ②

Washing & Toilet Facilities: ② Cleanliness / Hygiene: ①

The Grounds: ① Catering: ①+ ①

Were there any accommodation problems? lack of heating (rooms and downstairs) and limited hot water.

Standard of cleanliness / tidiness? (teacher & pupil) clean + tidy
All fine

Standard of Furnishing? Fine

SECTION 4: Meals

Were the meals of an adequate standard? Yes!! Very good and lots of choice.

Was there enough to eat? More than enough. Big portions.

Was the food served promptly? Yes always on time - quick service.

Were all dietary requirements catered for? The main meals yes - plenty of choice but puddings not so much.

How do you rate the packed lunches? Very good - plenty of food and all dietary requirements met.

Any other comments? Chefs were great and so helpful! Thank you

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

All instructors were great at motivating the children! Very supportive and encouraging.

How do you rate the outdoor pursuits? 10/10 good range

How do you rate the outdoor pursuit equipment? 10/10 all looked good.

What were your pupil's favourite outdoor pursuits? Kayaking, paddle boarding, blind trail

Are there any new outdoor pursuits you would like Manor Adventure to offer? No think you've got it covered

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The range of activities and separate staff room*

Which aspect of your stay was least enjoyed? *The lack of hot water / heating*

How do you rate the overall product on a value for money basis? *10/10*

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

Have you any further general comments which you feel would be useful to us?
More free flow activities (indoor) for free time eg. table tennis, pool table, board games.

Where did you hear of Manor Adventure? *previous residential*

What were the reasons for choosing Manor Adventure? *location, choice of activities and structure. Also the reputation of the company.*

Which centre did you visit last year? *Le chateau de Warsy*

What other visits does your school organise? *alternate uk/europe 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?

Name: Name:

Address: Address:

manor adventure

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manor adventure

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