

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: 9th - 13th September 2019

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? Yes

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

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)? Good

Operations (Rooming, outdoor pursuit programmes, support)? Excellent

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Clear

Room Allocation: Good Introductory Talk: Clear

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Excellent Catering: Amazing!

Were there any accommodation problems?
No

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

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? The meals were excellent + plenty. We did thank the catering staff.

Was there enough to eat? plenty plus chance of seconds

Was the food served promptly? Yes

Were all dietary requirements catered for? above and beyond

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional: 10/10

Which Instructors were motivating / clear / enthusiastic?

All instructors were all of the above

How do you rate the outdoor pursuits? All very good + the children really enjoyed them.

How do you rate the outdoor pursuit equipment? All in good condition.

What were your pupil's favourite outdoor pursuits?
All water activities

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The well run timetable (+ when kids in bed)*

Which aspect of your stay was least enjoyed? *N/A*

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

Good value

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?

Where did you hear of Manor Adventure? *We have used them before*

What were the reasons for choosing Manor Adventure?

We know we can trust the staff to ensure the children have a good time

Which centre did you visit last year? *ACT - previous always Manor Shropshire*

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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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