

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 October
NAME OF ACCOMMODATION: 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?

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

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? Excellent

SECTION 2: Arrivals

General Welcome: Excellent 1 Fire Drill: Excellent 1

Room Allocation: Excellent 1 Introductory Talk: Excellent 1

SECTION 3: Centre Facilities:

Pupil Accommodation: Very Good 1 Teacher Accommodation: Excellent 1

Washing & Toilet Facilities: Excellent 1 Cleanliness / Hygiene: 1

The Grounds: Excellent 1 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? Everything clean, tidy and well maintained.

SECTION 4: Meals

Were the meals of an adequate standard? Yes. Children all eat well. Variety was good, food quality V good

Was there enough to eat? Yes.

Was the food served promptly? Everything was on time.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A.

Any other comments? Catering staff were polite courteous and hard working at all times. They worked positively and really was a pleasure to them

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 very well informed and helpful. Sarah, Scott and Jess were very encouraging. Although we didn't catch everyone's names. Tony was very welcoming.

How do you rate the outdoor pursuits?
8/10. Excellent opportunities/experiences.

How do you rate the outdoor pursuit equipment?
Very good. Children were explained to and demonstrated how to use the equipment.

What were your pupil's favourite outdoor pursuits?
Paddle boards and obstacle course.

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?
Possibly ask children to bring their own wetsuits for activities on the lake.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Using new equipment and exploring different activities.

Which aspect of your stay was least enjoyed? The length of each session

could be reduced to 1 hour (weather permitted).

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

Very positive feedback from children. All staff were helpful and polite. First aiders were very thorough and gave very good advice.

Where did you hear of Manor Adventure? Advertising received at school.

What were the reasons for choosing Manor Adventure?

Location, different experiences and value for money.

Which centre did you visit last year? N/A

What other visits does your school organise? London visits, Bafa house.

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