

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: ..... PARTY LEADER: .....  
CENTRE: ABERNANT LAKE DATES: 27<sup>m</sup> - 29<sup>m</sup> MARCH  
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? N/A

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? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 4

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 2

Were there any accommodation problems? NO

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

Standard of Furnishing? OK Very tired looking

### 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? N/A

Any other comments? STAFF VERY GOOD AT ACCOMODATING FUSSY EATERS.

### 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 Excellent

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? ALL LAKE 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? ALL ASPECTS ENJOYABLE

Which aspect of your stay was least enjoyed? /

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

Will you be considering a further visit with Manor Adventure? ABSOLUTELY

Have you any further general comments which you feel would be useful to us?  
AFTER BEING LET DOWN BY ANOTHER COMPANY, YOU WENT ABOVE AND BEYOND TO ACCOMMODATE US SO WE WOULDN'T HAVE DISAPPOINTED CHILDREN

Where did you hear of Manor Adventure? PREVIOUS VISIT

What were the reasons for choosing Manor Adventure? RETURN VISIT.

Which centre did you visit last year? PGL LIDDINGTON

What other visits does your school organise? LLANGRANOG

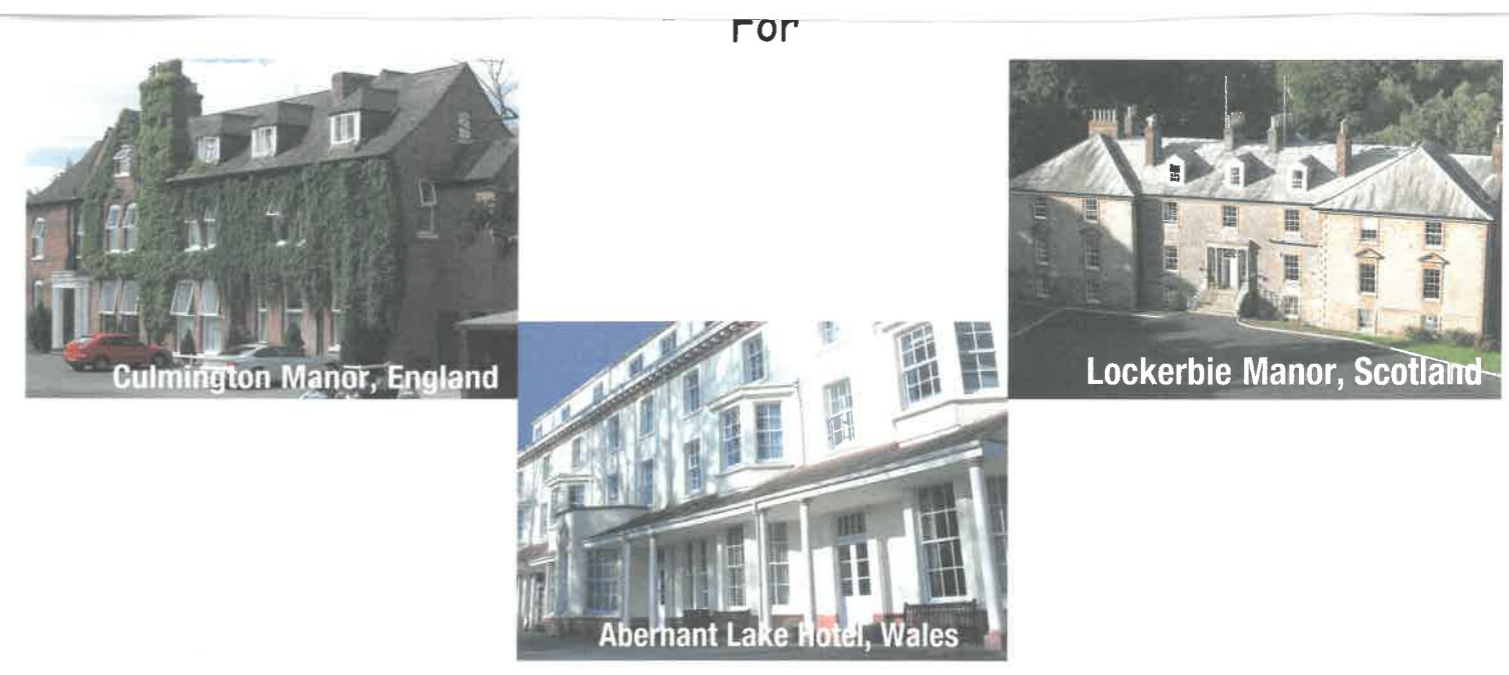
**SECTION 7**

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: .....



NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths		
Grace Hurley		
Dewi Jones		
Andy Gibson	<u>R</u>	
Carol Evans		
Josh Hughes		
Emailed to Caroline		
Emailed school google review link	<input checked="" type="checkbox"/>	
Ebony Halliwell	<input checked="" type="checkbox"/>	



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*



Have you considered our French Centres  
 Le Château de Warsy & Le Château du Broutel

