

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 DATES: 27-29.3.23

NAME OF ACCOMMODATION: ABERNANT LAKES

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 2

Were there any accommodation problems? .....

ROOM 117 - PROBLEMS WITH HEATER

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

3

Standard of Furnishing? 3

### SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? N/A

Any other comments? .....

N/A

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

DYLAN

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? .....

LAKE - RAFT BUILDING + PADDLE BOARDS

Are there any new outdoor pursuits you would like Manor Adventure to offer? .....

N/A

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? .....

GREAT SELECTION OF ACTIVITIES

Which aspect of your stay was least enjoyed? .....

LACK OF SHELTER FOR AEROBALL WHEN CHILDREN DIDN'T HAVE A TURN.

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

2

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?

THANK YOU FOR THE WELCOME AND ALL STAFF HAVE BEEN VERY ACCOMODATING.

Where did you hear of Manor Adventure? .....

SCHOOLS IN CLUSTER

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

SELECTION OF ACTIVITIES

Which centre did you visit last year? .....

What other visits does your school organise? .....

LLANGRANNOG, CARDIFF BAY (URDD)

**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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

School Ysgol Trelyn Date 27-29th March 23

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths		
Grace Hurley		
Dewi Jones		
Andy Gibson	2.	
Carol Evans		
Josh Hughes		
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell	✓	



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