

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

SCHOOL: School Abernethy
CENTRE: Abernethy
NAME OF ACCOMMODATION: The Manor

ARTY LEADER:

DATES: 18.09/23 - 22.10.19/23

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

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Very good

Operations (Rooming, outdoor pursuit programmes, support)? Very good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Great

Fire Drill: Good

Room Allocation: Great - and adaptive last minute before

Introductory Talk: Greats

SECTION 3: Centre Facilities

Pupil Accommodation: Greats

Teacher Accommodation: Greats

Washing & Toilet Facilities: Greats

Cleanliness / Hygiene: Greats

The Grounds:

Were there any accommodation problems? Minor - maintenance present

and ready to solve quickly

Standard of cleanliness / tidiness? (teacher & pupil) Teacher rooms = V. good

pupils rooms - ~~average~~ good (if a little tired)

Standard of Furnishing?

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - absolutely brilliant

Was there enough to eat? Yes, generous portions but missing salad bar at ~~the time~~ Dinnertime

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? Very friendly kitchen/serving staff

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes

How do you rate the Centre Staff / Instructors?

Helpful: Yes at all times Professional: Yes

Were the instructors motivating / clear / enthusiastic? Yes, particularly Alf, Ryan, Dave, Beth, Ebony, Charlie, Will, Ella

How do you rate the outdoor pursuits? Largely fantastic - low ropes + maybe Archery feel like the children for sometimes get bored before end of session time filled out with games

How do you rate the outdoor pursuit equipment? Largely fantastic - see below (all staff groups involved in this school - they did

What were your pupil's favourite outdoor pursuits? Fencing, Ziplines, water activities

Are there any new outdoor pursuits you would like Manor Adventure to offer? Battlefield archery / laser tag / zorbs / horse riding / bulldozer

Do you have any suggestions on how we could improve our product or outdoor pursuits? Some equipment improvements - new bindfolds, new/repairs arrows, fencing clothing

* catapult / rope swing into lake, sabers

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ...Activities/Food.....

Which aspect of your stay was least enjoyed? ...Weather sleeping so kids
stayed - perhaps kit list could be updated...Dry room
needs re-thinking.

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

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?

Drying room = helpful if each area labelled
for each school visit, raincoat
cage of conduct for staff (school) area

Where did you hear of Manor Adventure? ...Long-time customer.....

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

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

What other visits does your school organise? ...Mojo's Active,.....

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 Website: www.manoradventure.com

manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

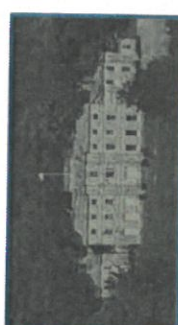
Willersley Castle, Peak District

Norfolk Lakes, Norwich

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 du Broutel



Le Château de Warsyl