

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: MANOR ADVENTURE DATES: 21/06/23 - 23/06/23
NALES
NAME OF ACCOMMODATION: LLANNYRTYD WELLS

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? VERY HELPFUL ①

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

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: WARM ① Fire Drill: ✓ ①

Room Allocation: DONE EFFICIENTLY ① Introductory Talk: INFORMATIVE ①

SECTION 3: Centre Facilities:

Pupil Accommodation: OK 4 Teacher Accommodation: OK 4

Washing & Toilet Facilities: OK 4 Cleanliness / Hygiene: OK 4

The Grounds: ① BEAUTIFUL Catering: ① EXCELLENT CHOICE

Were there any accommodation problems? The building is tired and needs upgrading. Beds - mattress protectors very stained - carpets - ingrained dirt.

Standard of cleanliness / tidiness? (teacher & pupil) See above Teachers shower cold

Standard of Furnishing? Needs upgrading

SECTION 4: Meals

Were the meals of an adequate standard? Excellent 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Variable - some gave clear precise instructions and were enthusiastic. Some needed to engage more and motivate the children

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? Water based sports

especially raft building. Abs-iding / Climbing. Pupils disappointed not to have been given zipwire

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

See above

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Activities like scavenger hunt too long

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Accommodation*

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?
The children were disappointed with their rooms.

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Site/activities*

Which centre did you visit last year? *Same*

What other visits does your school organise? *Urdd in Cardiff*

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: Date: *21st - 23rd June*

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[Signature]</i>	
Grace Hurley		
Dewi Jones	<i>DJ</i>	
Andy Gibson	<i>[Signature]</i>	
Carol Evans	<i>CE</i>	
Josh Hughes	<i>-</i>	
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell		



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