

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

SCHOOL: ..

PARTY LEADER:

CENTRE: CULMINGTON MANOR

DATES: 05/07/2020 - 07/07/2020

NAME OF ACCOMMODATION: THE MEWS

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?

..... IT IS CLUTE AND CONCISE, NOTHING TO DO REALLY.

If you had a visit from one of our School Journey Advisors:

N/A

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)? 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: 1 Teacher Accommodation: 1*

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? THE TEACHER'S BUNK HAD BROKEN

..... HEATING, REALLY THIS SHOULD HAVE BEEN IDENTIFIED EARLIER AND

..... IT COULD HAVE BEEN IDENTIFIED (HEATING HIRE FIRE ETC.) ALSO THE FIRE

Standard of cleanliness / tidiness? (teacher & pupil) 1 WERE NOT READY

..... TO USE AND THE

Standard of Furnishing? 1 WOOD SUPPLY WAS

..... SPARE TO SAY

..... THE LEAST, NOT

..... GOOD WITH NO

..... HEATING!!!!!!

SECTION 4: Meals

Were the meals of an adequate standard? 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? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: ① ++++++ Professional: ① ++++++ !!!

Which Instructors were motivating / clear / enthusiastic?
YOUR INSTRUCTORS ARE AMAZING!! BEST WE'VE EVER HAD COMPARED TO OTHER PROVIDERS!

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? ZIB WIRE! CANOE/KAYAK!
MAZE WAS MAZEMITE FOR SOME ① ++++++ FEL OTHERS 5 - - - - ! 😊

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

Do you have any suggestions on how we could improve our product or outdoor pursuits?
CAN YOU GET A SUN/HEAT MAKING MACHINE IN THE SKY?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

THE LOVELY FAMILY ATMOSPHERE, YOU AND ESP YOUR STAFF CREATE.

Which aspect of your stay was least enjoyed?

N/A

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

PERFECT

Will you be considering a further visit with Manor Adventure?

YES, NEXT YEAR!

Have you any further general comments which you feel would be useful to us?

KEEP DOING WHAT YOU DO! WELL DONE!!

Where did you hear of Manor Adventure?

WE WERE ABERNANT

What were the reasons for choosing Manor Adventure?

WE ALREADY

Which centre did you visit last year?

ABERNANT

What other visits does your school organise?

Y6 ABERNANT

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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