

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: CULMINGTON MANOR DATES: 14/02/20 - 17/02/20

NAME OF ACCOMMODATION: WOODLAND VILLAGE

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?

..... WEBSITE IS GOOD

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)? ..... N/A

Operations (Rooming, outdoor pursuit programmes, support)? ..... N/A

Preview visit to the centre? ..... N/A

### SECTION 2: Arrivals

General Welcome: ..... 2 Fire Drill: ..... 2

Room Allocation: ..... 2 Introductory Talk: ..... 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 2 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 2 Catering: ..... 2

Were there any accommodation problems? ..... BLOCKED SINK,

..... MOUSE IN TEACHER LOUNGE

Standard of cleanliness / tidiness? (teacher & pupil) ..... 2

Standard of Furnishing? ..... 2

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 2

Was there enough to eat? ..... 2

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? .....

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: ..... 2 Professional: ..... 2

Which Instructors were motivating / clear / enthusiastic?

HENRY, CURTIS (1<sup>st</sup> night Jacob's ladder staff)  
HENRY particularly with MS student.

How do you rate the outdoor pursuits? ..... 2

How do you rate the outdoor pursuit equipment? ..... 2

What were your pupil's favourite outdoor pursuits? ..... MAZE, JACOB'S  
LADDER, HIGH ROPES.

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? .....

ACTIVITIES

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

WEATHER

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

1

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

YES BOOKED FOR 2021

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

NO

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

BEEN COMING FOR YEARS

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

PAST EXPERIENCE

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

SAME

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

WATERSPORTS - FRANCE

## 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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