

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..... DATES: ...2/3/20 - 6/3/20.....

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?YES.....

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)? ...VERY GOOD.....

Operations (Rooming, outdoor pursuit programmes, support)? ...VERY GOOD.....

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

SECTION 2: Arrivals

General Welcome: ...VERY GOOD..... Fire Drill: ...VERY GOOD.....

Room Allocation: ...EXCELLENT..... Introductory Talk: ...VERY GOOD.....

SECTION 3: Centre Facilities:

Pupil Accommodation: ...GOOD..... Teacher Accommodation: ...GOOD.....

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

The Grounds: ...VERY GOOD..... Catering: ...VERY GOOD.....

Were there any accommodation problems? ...DEAD MOUSE IN ONE CHILD.....

...ROOM: DUSTY ROOMS (ASTHMA STRUGGLED) MOUSE IN TEACHER.....

Standard of cleanliness / tidiness? (teacher & pupil) ...LOUNGE ROOM: CLEANING.....

...CUPBOARD DOOR NEEDED TO TAPE SHUT. TEACHER LOUNGE.....

Standard of Furnishing? ...SHOWER NOT VERY HOT BUT OTHER ROOMS.....

...WERE: FURNISHINGS GOOD.....

SECTION 4: Meals

Were the meals of an adequate standard? ... WELL COOKED & GREAT
... VARIETY. BIG PORTIONS FOR THE CHILDREN

Was there enough to eat? ... PLENTY
... SATAY CHICKEN WAS

Was the food served promptly? ... YES ALL HOT & ON TIME

Were all dietary requirements catered for? ... SATAY CHICKEN WAS
... ON OFFER WHEN WE HAD A SEVERE NUT ALLERGY

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: ... GOOD Professional: ... GOOD

Which Instructors were motivating / clear / enthusiastic?
... OSCAR / HENRY / CURTIS / EMELIA

How do you rate the outdoor pursuits? ... VERY GOOD

How do you rate the outdoor pursuit equipment? ... VERY GOOD ALTHOUGH
... ONE ASSAULT COURSE BROKEN IN PARTS

What were your pupil's favourite outdoor pursuits? ... HIGH ROPES / ZIP WIRE /
... OBSTACLE COURSE / ABSEILING

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
... SOME INSTRUCTORS COULD BETTER USE THE TIME
ON ACTIVITIES

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ... ABILITY FOR CHILD
... INDEPENDENCE & REASSURING SAFETY

Which aspect of your stay was least enjoyed? ... (STAFF - SHOWERS)
... (CHILDREN - M/O / ORIENTEERING / BOULDERING)

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

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 ANOTHER GREAT VISIT & SORTING
... PROBLEMS QUICKLY - E.G. MOUSE / SICK IN A ROOM /

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

What were the reasons for choosing Manor Adventure? ... GREAT EXPERIENCE
... IN PREVIOUS VISITS

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

What other visits does your school organise? ... YEAR 5 3 day RESIDENTIAL
... & DAY TRIPS LINKED TO TOPICS

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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