

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: 19th-21st May 2023  
NAME OF ACCOMMODATION: The Barn

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? 1. Excellent

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? 1. Excellent

Customer Services (Bookings, payments, support)? 1. Excellent

Operations (Rooming, outdoor pursuit programmes, support)? 1. Excellent

Preview visit to the centre? N/A

\* Special thanks to Jane Wakeham for all her help.

### SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

### SECTION 3: Centre Facilities

Pupil Accommodation: Very good Teacher Accommodation: Very good

Washing & Toilet Facilities: Very good Cleanliness / Hygiene: Very good

The Grounds: Good

Were there any accommodation problems? Door bell didn't work but was rectified. (The outside clock has never worked!)

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? Very good

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Excellent

Was there enough to eat? Plenty!!

Was the food served promptly? Always

Were all dietary requirements catered for? Yes

(Thank you for Harry's boiled egg and for preparing the food he brought from home)

How do you rate the packed lunches? N/A

Any other comments? Thank you for everything!

### SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes, on several occasions (Thank you, Andy)

How do you rate the Centre Staff / Instructors?

Helpful: Very helpful Professional: Very professional

Were the Instructors motivating / clear / enthusiastic?

Yes, without exception

How do you rate the outdoor pursuits? All activities we have done have been excellent.

How do you rate the outdoor pursuit equipment? Good. Pleased to see some new equipment eg Archery

What were your pupil's favourite outdoor pursuits? High Ropes, Jacob's ladder, Climbing, Abseiling, Fencing

They enjoyed and were stimulated by everything

Are there any new outdoor pursuits you would like Manor Adventure to offer? We would love to see the return of the "Confidence Course"

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

The fact that I have returned to Culmington Manor for the last 10+ years (excluding Covid) is a measure of how satisfied we have always been

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All the activities and the freedom of some independence for the children*

Which aspect of your stay was least enjoyed? *The rush through the meal times (adults perspective)*

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

Will you be considering a further visit with Manor Adventure? *Sadly no, as Yorston Lodge School is closing down in July.*

Have you any further general comments which you feel would be useful to us?  
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Where did you hear of Manor Adventure? *Flyer*

What were the reasons for choosing Manor Adventure? *The varied and exciting activities on offer*

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise? *Ski Trips. Conway Centres*

**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: .....

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.....



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# 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 Warsy

