

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: 15.5-19.5.23
NAME OF ACCOMMODATION: MANOR

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? All was self-explanatory for parents.

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Fire Drill:

Room Allocation: Introductory Talk:

SECTION 3: Centre Facilities

Pupil Accommodation: Teacher Accommodation: *

Washing & Toilet Facilities: * Cleanliness / Hygiene:

The Grounds:

Were there any accommodation problems? *Not ideal for me, with toilet & shower separate to room, but I understand that this is due to the circumstances of the week and your accommodation of our pupil & parent.

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? Suitable for purpose.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - although some children didn't realise they wouldn't be able to 'top up' if they hadn't put enough food on their plates.

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? NA

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Were the Instructors motivating / clear / enthusiastic? All our instructors were brilliant. Special mention for Ed - the children loved him.

How do you rate the outdoor pursuits? Good

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? High ropes, rock climbing, abseiling, zip line & definitely kayak/canoe!

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

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

Some activities (ryles, e.g.) took a little while to get going & the children didn't have as long on the actual activity. Perhaps a rethink on how the safety aspect is delivered could allow for more actual shots.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All activities other than...*

Which aspect of your stay was least enjoyed? *low ropes*

How do you rate the overall product on a value for money basis? *Good - 8/10*

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?

Teacher's Lounge - I feel it could be made clear to all teachers that it isn't a space for first Aid for children, or snack storage; this wasn't a major inconvenience, but it is nice to have a space away for a while!

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Previous visits*

Which centre did you visit last year? *Same*

What other visits does your school organise? *Year 5 - Oakerwood*

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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

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

