

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: 02/05 - 05/05
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

How could we improve our website, www.manoradventure.com? NA

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

Did he provide a fair description of our centre and product? NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration? NA

Customer Services (Bookings, payments, support)? NA

Operations (Rooming, outdoor pursuit programmes, support)? NA

Preview visit to the centre? NA

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: /

Room Allocation: Introductory Talk: Very good

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Great

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Overall good

The Grounds: Well kept - really nice

Were there any accommodation problems? On button in one shower too high for

some chn. ONE shower button had to be permanently held on

Standard of cleanliness / tidiness? (teacher & pupil) Overall good, but one staff

shower not clean

Standard of Furnishing? Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Great food

Was there enough to eat? Yes plenty

Was the food served promptly? Very prompt

Were all dietary requirements catered for? Yes, but we had to be more proactive

in asking

How do you rate the packed lunches? Didn't have them

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

I.e. Skippy, then yes

How do you rate the Centre Staff / Instructors?

Helpful: Yes helpful Professional: Yes very professional

Were the Instructors motivating / clear / enthusiastic? Overall good, but room for

improvement. Could be much more enthusiastic to hype up the children and motivate

them How do you rate the outdoor pursuits? Great range of activities

How do you rate the outdoor pursuit equipment? Archery arrows old, lots of mucking

guns. Other than that good

What were your pupil's favourite outdoor pursuits? Grass sledging, high ropes, zipline,

canoeing (particularly games) Axe throwing with Sam

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?

Teach chn to put harnesses on themselves. Saves a lot of time. - Disco, didn't have

much structure, relied on teachers to engage chn. (Maybe think about games if chn

aren't getting involved). - Think about games for archery - a lot of standing around

and not interested. ~~say~~ when chn weren't participating there could be much more

encouragement to get them working as a team and encouraging each other

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Camping when we were all together, range of activities*

Which aspect of your stay was least enjoyed? *Dinner*

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

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?
Souvenirs added to tuck shop. (souvenirs to be stocked, you had ran out) Cha love songs and thanks - get them going.

Where did you hear of Manor Adventure? *Been coming for years*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *This one*

What other visits does your school organise? *Dukes Barn*

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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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

