

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 - 22nd MAY
NAME OF ACCOMMODATION: 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

Did you find the brochure accurate and informative? YES (Activity list needs updating)

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

Don't really use the website so couldn't say

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)? 1 EXC

Operations (Rooming, outdoor pursuit programmes, support)? 1 EXC

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) Both were very clean

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes (Vegetarian options were a bit limited at times)

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: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Bella / Sam (These are the names we can remember but ALL the instructors that High Lane had throughout our visit were excellent)

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? High Ropes / Crate Stacking /

Axe Throwing

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?

No - we really like it - that's why we come back

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staff accomodation & the children enjoyed the activities and the freedom & independence.*

Which aspect of your stay was least enjoyed? *Kids not sleeping*

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, already booked 2024.*

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *We've been coming for years and we keep coming back. This year was very good. Staff were all excellent.*

Which centre did you visit last year? *Here*

What other visits does your school organise? *YS trip to Lactleton (Residential)*

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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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France