

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: 15th - 19th May
NAME OF ACCOMMODATION: The Lodge

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? More info^{+ pictures} on all activities especially more cryptic ones (ITs + Survival)

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)? 2

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

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 3

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2 (Manor got fancy coffee machine)

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1 Never seemed to be soap in session toilets

The Grounds: 2

Were there any accommodation problems? Showers too hot in some rooms

Standard of cleanliness / tidiness? (teacher & pupil) Very clean, toilet paper always restocked etc

Standard of Furnishing? Some teacher beds more comfortable than others but generally good.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Good variety a

Would be nice to have a yoghurt option at breakfast

Was there enough to eat? Yes! Excellent portion sizes

Was the food served promptly? Ongoing issues with slots for dinner / size of dining room Staff were amazing + v. friendly

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? n/a

Any other comments? Not enough time to eat before next school in, often nowhere to sit because previous school are still sat. Allocated seating or perhaps / more enforced meal times would solve issue. Often

collegial food has run out if you are last session

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: 2 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Yes! often helped nervous children. Particular mentions: Michael, Angus, Sam, Katie, Ty

How do you rate the outdoor pursuits? 2 - High ropes was a highlight.

How do you rate the outdoor pursuit equipment? 1 - good, easy to put on/off

good-sizes accommodated for

What were your pupil's favourite outdoor pursuits? High Ropes, Grass sledding, Kayak, axe throwing.

Are there any new outdoor pursuits you would like Manor Adventure to offer? 3G swing, laser tag.

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

Improve zip wire (higher or have 2/3 go at once) Abseil

lower slippery.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Outdoor pursuits - interaction with instructors*

Which aspect of your stay was least enjoyed? *Logistics of meals*

How do you rate the overall product on a value for money basis? *Excellent value for money - especially having the lodge*

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?

Thoroughly enjoyed our stay - thank you all!

Where did you hear of Manor Adventure? *Word of mouth*

What were the reasons for choosing Manor Adventure? *Good quality compared to other providers*

Which centre did you visit last year? *Kingswood*

What other visits does your school organise? *local day visits*

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

