

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: 17/5/23 - 21/9/5/23
NAME OF ACCOMMODATION: Manor House

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 ?

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? Very Good

Customer Services (Bookings, payments, support)? Very Good

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Very Good Fire Drill: Very Good

Room Allocation: Good Introductory Talk: Very Good

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Very Good

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

The Grounds: Very Good

Were there any accommodation problems? I think that having curtains on the pupil rooms that are ripped and torn looks poor on your company.

Standard of cleanliness / tidiness? (teacher & pupil) Good

Standard of Furnishing? Acceptable

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Children ate well but they were hungry following the BBQ.

Was there enough to eat? Yes

Was the food served promptly? Yes and the catering staff were all lovely with the children and the staff who dealt with the trays

Were all dietary requirements catered for? Yes - the lanyards worked well.

How do you rate the packed lunches? N/A

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 - joined one group for high ropes.

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Yes - all instructors were great with the children.

How do you rate the outdoor pursuits? Good

How do you rate the outdoor pursuit equipment? Bikes were poor - many broken. Not enough fencing equipment for each child, lots of swapping.

What were your pupil's favourite outdoor pursuits? Obstacle course, high ropes

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities.*

Which aspect of your stay was least enjoyed? *N/A*

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

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?
I think it would be good to flag any changes to your policies as a separate reminder not just update the info leaflets.

Where did you hear of Manor Adventure? *Our school has been coming for a long time.*

What were the reasons for choosing Manor Adventure? *We feel it works for our Year 4's as the activities are varied and only short.*

Which centre did you visit last year? *Same one.*

What other visits does your school organise? *We do Year 5 and Year 6 - we choose different providers so the children get a choice.*

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 Brutel



Le Château de Warsy

