

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: 24 → 26/05/23
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? not really used

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)? 2

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 4 teachers unsure if was happening

Room Allocation: 3 Introductory Talk: 4 teachers weren't informed of start

SECTION 3: Centre Facilities

Pupil Accommodation need hosted shower Teacher Accommodation: 3

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? 2

dom doors squeak/creak, was impossible to check on chn quietly

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

* curtains of children's dom don't all cover all the window, light wakes them up

* need more water fountain * need recycling bins

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 2

Were all dietary requirements catered for? 2

How do you rate the packed lunches? n/a

Any other comments?

* offer a self service supper eg milk + biscuit
* too much single use plastic

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? 1

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

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? * rifles

underground maze

Are there any new outdoor pursuits you would like Manor Adventure to offer? n/a

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? *activities*

staff service

Which aspect of your stay was least enjoyed? *vide games*

How do you rate the overall product on a value for money basis? *4*

Will you be considering a further visit with Manor Adventure? *maybe*

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

*need souvenirs, not tuck
eg stationary, keyrings*

Where did you hear of Manor Adventure? *previously used*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *n/a*

What other visits does your school organise?

retreat to Alton Castle

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

