

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: 24/5/23 - 26/5/23  
NAME OF ACCOMMODATION: WOODLAND VILLAGE

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? 3  
360° view was great to show families but not easy to find

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? 1

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 4 - clear but not too engaging for the children.

**SECTION 3: Centre Facilities**

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 (some showers sprayed the floors) Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No. Heaters were very hot and some a bit wobbly.

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

Standard of Furnishing? 1

**SECTION 4: Catering / Meals**

Were the meals of an adequate standard? 1

Was there enough to eat? Yes - food was so good some wanted 2nds & couldn't

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? No

**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: 2

Were the Instructors motivating / clear / enthusiastic? 3 - Some were great (Shippy, Ed, Gabby, other male staff on Manor Olympics, Ann, Angus)

However, some were not enthusiastic & lacked behaviour management

How do you rate the outdoor pursuits? skills

2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Abseiling, canoe & kayak

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

Orienteering was unclear with limited safety instructions. Staff ~~was~~ sat at the bench & air staff split up. Children were having to walk through the car park with cars driving through. Although all cars moving slowly, we felt it wasn't safe.



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Disco, abseil, canoe, kayak, accommodation, food*

Which aspect of your stay was least enjoyed? *N/A They loved it all!*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *1 Yes*

Have you any further general comments which you feel would be useful to us?  
*A clear list of 'what to wear' for the activities once chosen, perhaps discuss*

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? .....

Which centre did you visit last year? .....

What other visits does your school organise? .....

**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

