

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: 9.6.23 - 12.6.23
NAME OF ACCOMMODATION: Meows

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? Don't use it.

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? N/A

Customer Services (Bookings, payments, support)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Holes in the field need filling

Were there any accommodation problems? No 2.

Standard of cleanliness / tidiness? (teacher & pupil) 2.

Standard of Furnishing? 2. Teacher cottage sleeps 7, but only has sofas for 5. These could do with replacing.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1.

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? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes. 1.

How do you rate the Centre Staff / Instructors?

Helpful: 1. Professional: 1.

Were the Instructors motivating / clear / enthusiastic?

+ = Rhodri, Skippy, Michael, Bella Negative - Carl

How do you rate the outdoor pursuits? 2.

How do you rate the outdoor pursuit equipment? 4 to 5 = small equipment (arrows, knee + elbow pads, only 3 working air rifles). 2 = large equip.

What were your pupil's favourite outdoor pursuits? Ob course, zip wire, High ropes, axe throwing, canoe + kayak, Abseil

Are there any new outdoor pursuits you would like Manor Adventure to offer? Gladiator style activities.

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

Maximise the session time to enable children to have as many goes as possible. Children having '6 shots' in 90 mins of air rifle is not value for money and children are bored.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities with the instructors who were 'up for it'.*

Which aspect of your stay was least enjoyed? *Wasted activity time*

How do you rate the overall product on a value for money basis? *OK. Want children to have the opportunity to have as many 'goes' as possible in the time allowed.*

Will you be considering a further visit with Manor Adventure? *Yes, but will not be accepting '12 children' in each group again.*

Have you any further general comments which you feel would be useful to us?
Great trip this year. Instructors were spot on. Thank you all.

Where did you hear of Manor Adventure? *Been many times.*

What were the reasons for choosing Manor Adventure? *Always been great value for money.*

Which centre did you visit last year? *Culmington*

What other visits does your school organise? *N/A*

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

