

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: CUMINGTON MANOR DATES: 9-12 JUNE 2023  
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? We have not used the website.

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

### SECTION 2: Arrivals

General Welcome: Excellent - 1    Fire Drill: Excellent - 1

Room Allocation: Excellent - 1    Introductory Talk: Excellent - 1

### SECTION 3: Centre Facilities

Pupil Accommodation: 1    Teacher Accommodation: 1

Washing & Toilet Facilities: 2    Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No - Everything went to plan.

Standard of cleanliness / tidiness? (teacher & pupil) Excellent. Centre felt very fresh and tidy.

Standard of Furnishing? Excellent. Teachers lounge particularly well equipped.

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Excellent. Plenty of variety.

Was there enough to eat? Yes.

Was the food served promptly? Yes - always on time & speedy.

Were all dietary requirements catered for? Yes, although clarity of our gluten free needs to be definitive for coeliac.

How do you rate the packed lunches? N/A

Any other comments? Staff were friendly and understanding of our particularly fussy eaters.

### SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes and kept us informed of key decisions.

How do you rate the Centre Staff / Instructors?

Helpful: 1    Professional: 1

Were the Instructors motivating / clear / enthusiastic? 2 - most instructors were excellent but motivation dipped for a couple of activities.

How do you rate the outdoor pursuits?

Excellent - nice addition of axe throwing/aeroball.

How do you rate the outdoor pursuit equipment?

1 - can see investment in equipment.

What were your pupil's favourite outdoor pursuits? canoe/kayak, high ropes, abseil, obstacle, maze, aeroball.

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

Not that I can think of now 😊

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

No, I think the experience for pupils is excellent. Loved that you asked our core values so these could be reinforced throughout the weekend.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The activities and being together in this environment.*

Which aspect of your stay was least enjoyed? *Nothing.*

How do you rate the overall product on a value for money basis? *Excellent for what the children get*

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?  
*You have all made the experience memorable for our children. You understood their quirks and got to know them. They felt noticed.*

Where did you hear of Manor Adventure? *Been coming as a school for 10yrs*

What were the reasons for choosing Manor Adventure?  
*Proximity to school, previous positive experiences, tradition for our Y6*

Which centre did you visit last year? *Culmington*

What other visits does your school organise?  
*No other residentials although we are looking at this next academic year*

**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? *We mention MA to our other trust schools.*

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

