

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: *5-9 June 2023*
NAME OF ACCOMMODATION: *Mews*

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? *n/a*

How professional was the Presentation Evening? *n/a*

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: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

SECTION 3: Centre Facilities

Pupil Accommodation *2* Teacher Accommodation: *1*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *2*

The Grounds: *1*

Were there any accommodation problems? *No*

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

Standard of Furnishing? *2*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *The dinner but the food.*

Was there enough to eat? *Yes, although some children would benefit from being able to go and get more food if needed.*

Was the food served promptly? *Yes (1)*

Were all dietary requirements catered for? *Yes (1)*

How do you rate the packed lunches? *n/a*

Any other comments? *The dinner after don't realise they can take more than one thing for the lunch selection e.g. suggests not macaroni cheese. Could bread be out at every meal? At the welcome briefing, instructors could explain what children do if they're hungry.*

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? *1*

Helpful: *1* Professional: *1*

Were the Instructors motivating / clear / enthusiastic? *90% of the instructors were fantastic.*

How do you rate the outdoor pursuits? *A great range of activities*

How do you rate the outdoor pursuit equipment? *3 - Mostly good - new elbow pads / blindfolds required*

What were your pupil's favourite outdoor pursuits? *Kayak/canoe, high ropes, axe throwing, zip wire.*

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

It would be good if the supplementary activities were available without the £7 supplement.

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

To ensure that all instructors meet the high standards of the vast majority of your instructors

children have very different experiences of the same activity.

The children like the activities to be competitive.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities and the fact that most aspects go above and beyond.*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *It's very expensive but very 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? *It's an amazing place full of great people.*

Where did you hear of Manor Adventure? *n/a*

What were the reasons for choosing Manor Adventure? *n/a.*

Which centre did you visit last year? *Same*

What other visits does your school organise? *Kilve Court Y6 camp*

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

