

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: 23/6 - 26/6 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? Don't know

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

We appreciate being allocated rooms in the Manor as requested as this best meets our needs. The laundug is a godsend.

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? No but curtains don't hang well or close properly. They fell down on Wenlock.

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

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? Too much!!! 😊 Veggie options good

Was the food served promptly? Yes. Perhaps timetabling could be better eg last lunch, first dinner meant we were still full.

Were all dietary requirements catered for? Yes - lanyards excellent addition

How do you rate the packed lunches? n/a

Any other comments? Maybe as part of staff induction, suggest that schools fill up tables, not leaving gaps, to help those coming in later.

SECTION 5: Centre Staff & Outdoor Pursuits

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

Frequently

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Yes

How do you rate the outdoor pursuits? 1 - aeroball great addition

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? swimming, kayaking, obstacle course, zip wire, aeroball, high ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer? stand-up paddle boarding

Do you have any suggestions on how we could improve our product or outdoor pursuits? Fix Confidence Course; ensure enough torches for underground maze; keep pool area clean

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities ; food, instructors*

Which aspect of your stay was least enjoyed? *Scavenger Hunt - was offered as*

2nd activity, children didn't know the site at all - needs to be later in programme when they know their way around.

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

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?

Shout outs to: Sam Skippy, Callum, Sarah, Michael, Ollie, Joe

Where did you hear of Manor Adventure? *Through visit to Lockerbie*

What were the reasons for choosing Manor Adventure? *Ability to visit*

Friday-Monday, emphasis on outdoor activities

Which centre did you visit last year? *Culmington Manor*

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:



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

