

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: *23/06/23 - 26/06/23*
NAME OF ACCOMMODATION: *The Lodge*

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: *N/A*

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?

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: *2*

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

The Grounds: *1*

Were there any accommodation problems? *Room 13 tap stuck on and overflowed, Room 11 - teacher showers water too hot **

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

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Standard of Furnishing? *2 - nice improvements made to flooring and carpet in lodge*

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SECTION 4: Catering / Meals

Were the meals of an adequate standard? *Yes - great variety of food and generous portions*

Was there enough to eat? *Yes*

Was the food served promptly? *Yes - and with a lovely manner with the children and staff - thank you*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches? *N/A*

Any other comments?

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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: *Extremely* Professional: *✓*

Were the Instructors motivating / clear / enthusiastic? *Instructors were great and motivated the children. Children responded really well to Angus, Callum, Skippy Ella, Bella & Ollie*

How do you rate the outdoor pursuits? *Excellent*

How do you rate the outdoor pursuit equipment? *Excellent*

What were your pupil's favourite outdoor pursuits? *High Ropes, Raft building, Ullapool, outderring and abseiling*

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

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

Wi-fi in lodge accomodation to facilitate contact with parents

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities*

Which aspect of your stay was least enjoyed? *None*

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

Will you be considering a further visit with Manor Adventure? *Yes - already booked for 2024 trip*

Have you any further general comments which you feel would be useful to us?
We like that one group at a time on high ropes to ensure chr get enough opportunities - great organisation of the 3 groups for them to be together at times

Where did you hear of Manor Adventure? *↓*

What were the reasons for choosing Manor Adventure? *We've used Manor Adventure for 10+ years*

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

What other visits does your school organise? *Year 4 Residentials and annual edski trip*

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? *No, but would recommend to others if asked*

Name: Name:

Address: Address:

*manor
adventure*

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**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

