

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: Culbington Manor DATES: 23rd - 26th June 2023
NAME OF ACCOMMODATION: Woodland Village

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? N/A

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 - excellent Fire Drill: 1 - excellent

Room Allocation: 1 - excellent Introductory Talk: 1 - excellent

SECTION 3: Centre Facilities

Pupil Accommodation: 3/4 acceptable but dated Teacher Accommodation: 3 - bathrooms need updating

Washing & Toilet Facilities: 5 - noisy Cleanliness / Hygiene: 3/4

The Grounds: 1 - excellent

Were there any accommodation problems? Showers staying on, lights not always coming on

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing?

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Some were o.k., Sunday dinner good, pleasant staff, jacket potatoes ^{not good}

Was there enough to eat? Yes - ~~more~~

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Cutlery and trays not always clean.

How do you rate the Centre Staff / Instructors?

Helpful: 1 - excellent! Professional: 2 - Very good

Were the Instructors motivating / clear / enthusiastic? Mostly - the majority were

How do you rate the outdoor pursuits? generally good - good variety,

How do you rate the outdoor pursuit equipment? good

What were your pupil's favourite outdoor pursuits? High ropes, getting muddy, Kayaking,

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

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

Climbing, abseiling and zip are really popular, but there was a lot of waiting round which meant some groups only got one go. Games on Kayaking were well recieved.

At Kayaking - the changing facilities could be improved, more changing areas.

* Sink in Staffroom to wash pots would be useful, plus new updated appliances overall refurbishment needed in some areas.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Setting, lots of outdoor space, feeling safe, working on teamwork, independence skills*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *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?
Accommodation needs updating - teachers staff room (maybe a coffee machine!)

Where did you hear of Manor Adventure? *Regular visitors*

What were the reasons for choosing Manor Adventure?

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

What other visits does your school organise? *No other residential*

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

