

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: 14-16th June
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? Teachers passwords sent out when booking.

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Jane is excellent.

Operations (Rooming, outdoor pursuit programmes, support)? Good.

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Good. Fire Drill: Good

Room Allocation: Good Introductory Talk: Good.

SECTION 3: Centre Facilities

Pupil Accommodation Good Teacher Accommodation: Good.

Washing & Toilet Facilities: Good Cleanliness / Hygiene: O.K

The Grounds: Good.

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Good.

Standard of Furnishing? Basic in children's rooms.

No sanitary bins in teachers rooms (for medical waste).

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Children were very hungry when returning from the long walk on the evening. Only had 1 burger/sausage and 1 piece of chicken on the night.

Was the food served promptly? Yes but schools did not keep to slots.

Were all dietary requirements catered for? Yes - good.

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

Any other comments? Catering staff were really helpful + friendly.

SECTION 5: Centre Staff & Outdoor Pursuits

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

No

How do you rate the Centre Staff / Instructors?

Helpful: Some Professional: Yes - mostly

Were the Instructors motivating / clear / enthusiastic? Yes.

How do you rate the outdoor pursuits? High quality

How do you rate the outdoor pursuit equipment? Fencing - needs more money spent on jackets / or repairing

What were your pupil's favourite outdoor pursuits? Zip wire

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

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

Consistency from instructors on what to wear for activities

Same experience provided to all groups - some had 2 goes on zip wire - other group had 1 go.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities provided.*
Staying in The Manor

Which aspect of your stay was least enjoyed? *long walk was tough with so many children with hayfever.*

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?
lack of consistency with what to wear from instructors on activities confused us and children.

Where did you hear of Manor Adventure? *Been previously*

What were the reasons for choosing Manor Adventure? *Good value for money*

Which centre did you visit last year? *Culmington*

What other visits does your school organise? *None*

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

