

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: 6th November 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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Jane is fabulous - 1

Operations (Rooming, outdoor pursuit programmes, support)? |

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: | Fire Drill: 3

Room Allocation: | Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation | Teacher Accommodation: |

Washing & Toilet Facilities: | Cleanliness / Hygiene: |

The Grounds: |

Were there any accommodation problems? leaky toilet quickly sorted,

light not working sorted quickly

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

Standard of Furnishing? Need new sofas/chairs in teachers

staff room - chairs have poor stuffing - would be good

to have a suite

SECTION 4: Catering / Meals

Were the meals of an adequate standard? | Great portions and variety

Was there enough to eat? | Definitely

Was the food served promptly? | Fabulous servers

Were all dietary requirements catered for? |

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes - great

How do you rate the Centre Staff / Instructors?

Helpful: | Professional: |

Were the Instructors motivating / clear / enthusiastic? |

Sam, Dave, Skippy, Katie, Ty were all fabulous Need to introduce themselves

How do you rate the outdoor pursuits? | Bella each time

How do you rate the outdoor pursuit equipment? |

What were your pupil's favourite outdoor pursuits? fencing, zipwire, abseiling,

high ropes, archery, underground maze

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

haseinding

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

Some activities have a little too much time - aerball,

bouldering

The evening checkins by the on-duty supervisors has been

lovely. fabulous site manager - wonderful communication

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Ease of organisation, well prepared for each activity*

Which aspect of your stay was least enjoyed? *All wonderful - any ideas*
Activities for ch when waiting their turn if bad weather

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Definitely*

Have you any further general comments which you feel would be useful to us?

We love coming here, the staff are always encouraging and kind, really wonderful place to come to - safe.

Where did you hear of Manor Adventure? *School been coming a long time*

What were the reasons for choosing Manor Adventure? *Well organised, like knowing the routine is the same every year*

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

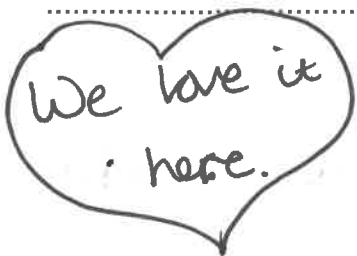
What other visits does your school organise? *Everdon residential, day trips (Warwick Castle, Silverstone, Harry Potter world)*

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:



*manor
adventure*

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

