

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: 06/11 - 10/11  
NAME OF ACCOMMODATION: The Mews

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? The website provided all the information we needed

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? .....

Customer Services (Bookings, payments, support)? Very good

Operations (Rooming, outdoor pursuit programmes, support)? very good

Preview visit to the centre? I completed this a few years ago and it was good

### SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

### SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: fine but a coffee machine in the mews would be great!

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Excellent

Were there any accommodation problems? No - I was grateful that another bedroom was opened for unwell child

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

Standard of Furnishing? fine. Wheels on the beds on wooden floor down stairs is tricky though!

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Mostly. Accomodating to needs. Sometimes took persuasion.

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? It can be disappointing when you are the last group and food runs out

### SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes we met Dave multiple times

How do you rate the Centre Staff / Instructors? Helpful: Very Professional: Very

Were the Instructors motivating / clear / enthusiastic? Yes - really impressed by Skippy, Dave (from Wales?), Katy

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? Equipment was good.

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

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? We picked aeroball for the first time but I think you need multiple sets to make it a full session - otherwise there's not enough to do.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The disco as Skippy is incredible! High fees / zip wire / climbing / abseil*

Which aspect of your stay was least enjoyed? *The food*

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

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

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

Where did you hear of Manor Adventure? *I visited with Hawnesdon*

What were the reasons for choosing Manor Adventure? *It is a Monday - Friday trip - our previous residential was Sunday - Saturday*

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

What other visits does your school organise? *Rushell farm camping*

**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

