

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: <sup>primary school</sup>  
CENTRE: Shropshire  
NAME OF ACCOMMODATION: Culmington Manor  
PARTY LEADER: 1  
DATES: 13<sup>th</sup> - 15<sup>th</sup> November 2023

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? 2

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? ✓

How professional was the Presentation Evening? ✓

How did you rate our pre-visit administration? Excellent, swift responses to queries

Customer Services (Bookings, payments, support)? Incredibly helpful & friendly

Operations (Rooming, outdoor pursuit programmes, support)? very helpful + friendly

Preview visit to the centre? ✓

### SECTION 2: Arrivals

General Welcome: 1    Fire Drill: 1

Room Allocation: 1    Introductory Talk: 1

### SECTION 3: Centre Facilities

Pupil Accommodation: 1    Teacher Accommodation: 1

Washing & Toilet Facilities: 1    Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) 1 - very clean and tidy

Standard of Furnishing? 1

Just maybe some water stations inside or water breaks put in

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 - extremely impressed with the standard of food and variety available, even if you had the last dinner slot.  
Was there enough to eat? Yes 1

Was the food served promptly? 1 - with a very cheery and friendly face. He was brilliant at interacting with children and staff and he really stood out.

Were all dietary requirements catered for? Yes. One teacher - no wheat, gluten, dairy or pineapple. Menu was extremely clear to see, allergens and still options available - including a pudding!

How do you rate the packed lunches? Didn't have one.

Any other comments? As above, very impressed with the quality, quantity and choice available, including for dietary needs. Huge thank you to the chef and also the main server who is an asset to Manor Adventure!

### SECTION 5: Centre Staff & Outdoor Pursuits

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

1 Yes - Shuppy

How do you rate the Centre Staff / Instructors?

Helpful: 1    Professional: 1

Were the Instructors motivating / clear / enthusiastic? 2 → discussed one instructor who did not present an enthusiastic or nurturing / encouraging approach.

How do you rate the outdoor pursuits? 1. Great variety

How do you rate the outdoor pursuit equipment? 1. Fantastic

What were your pupil's favourite outdoor pursuits? Enjoyed all of them

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?

Climbing - can see if have a nervous child or two, that time becomes tight, but difficult to change kit list - wellies for children?

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All of it, hard to pinpoint - food, children's access to a range of activities.*

Which aspect of your stay was least enjoyed? *N/A*

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

Will you be considering a further visit with Manor Adventure? *1 - we will be back next year.*

Have you any further general comments which you feel would be useful to us?  
*We really enjoyed staying in the manor itself, being in the same building as the children and would like to know if we could request it next time?*

Where did you hear of Manor Adventure? *Visited a few times*

What were the reasons for choosing Manor Adventure? *Range of experiences offered to children, value option to financially be a option for our families.*

Which centre did you visit last year? *Culmington Manor, Shropshire.*

What other visits does your school organise? *Many local ones and a Y6 London day trip, this is air only 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?

*Not sure, but will mention to them if we do.*

Name: ..... Name: .....

Address: ..... Address: .....

*manor  
adventure*

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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

