

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: CHILMINGTON MANOR DATES: 25/9/23 - 29/9/23
NAME OF ACCOMMODATION: LODGE + 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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 3 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? Hornets and broken light

in Lodge drying room (which was fixed - thank you!)

Standard of cleanliness / tidiness? (teacher & pupil) 2

.....

Standard of Furnishing? 4

.....

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes 2

Was there enough to eat? Yes - lots! 2

Was the food served promptly? Yes 2

Were all dietary requirements catered for? Yes 3

How do you rate the packed lunches? N/A

Any other comments? Good sized portions and a good

variety for all children. Dietary

requirements well catered for.

* pudding option for nut allergy pupils were not as

exciting as the other option e.g. a yoghurt for muffin.

- We like the lanyards to show dietary requirement.

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 3

Were the Instructors motivating / clear / enthusiastic? Most were but not

consistent and some arguments displayed unprofessional conduct.

How do you rate the outdoor pursuits? 2

Really liked the non-competitive crate-stacking (Group 1)

How do you rate the outdoor pursuit equipment? 3

What were your pupil's favourite outdoor pursuits? High ropes, kayak/canoe

aeroball, obstacle, hill walk

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

Confidence course.

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

• The climbing wall (on crate stacking side) is too

challenging for our age group. Needs more hand

holds. • Staff receive training about children with ADHD

+ ASD.

A clock in the staffroom.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities + food*
-Special provision for Downs Syndrome child. Thank you- this was excellent!

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *3*

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?
Wi-Fi in the Lodge/Woodland village

Where did you hear of Manor Adventure? *PREVIOUS VISIT*

What were the reasons for choosing Manor Adventure? *PREVIOUS SUCCESSFUL VISITS*

Which centre did you visit last year? *CULMINGTON MANOR*

What other visits does your school organise?

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

