

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: MANOR - CULMINGTON DATES: 2 - 6 OCTOBER
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 ?

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? (1)

Customer Services (Bookings, payments, support)? (1)

Operations (Rooming, outdoor pursuit programmes, support)? (1)

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: (1) with caveats. Fire Drill: - no idea - staff busy with general welcome

Room Allocation: (2) Introductory Talk: - staff? - issues with children? what is being shared -

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: pupils - 4 staff - 2. Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? - M7 bathroom being unacceptable

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

Standard of Furnishing? 3 - see query re refreshment after in Mews! clock still not working 12 months later

See other sheet of comments -

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? yes

Was the food served promptly? yes - slippage due to other schools not keeping to time. muffin + lasagne took too long, eclair as pudding a better option with ks.

Were all dietary requirements catered for? yes

How do you rate the packed lunches? n/a

Any other comments? - self service items - should have been directed from centre re drinks machine/squash + better.

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: yes Professional: yes

Were the Instructors motivating / clear / enthusiastic? Most

How do you rate the outdoor pursuits? 2 - order of events makes a difference

loved hill walk early. all ok. same size

How do you rate the outdoor pursuit equipment? insufficient wellingtons/boots for 2 groups on the maze. arrows faded - need replacing affects performance/achievement.

What were your pupil's favourite outdoor pursuits? kayaking, high ropes, abseiling

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?

Wide games as a team/whole yr activity - Thursday sessions! orienteering worthless - fencing in top better than playground/dining hall.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Sessions with good instructors, a desire from lead instructor to make things better.*

Which aspect of your stay was least enjoyed? *Other schools not conforming to same M. Adventures standards we know + expect of old.*

How do you rate the overall product on a value for money basis? *with equipment still looking tired it's getting less good value.*

Will you be considering a further visit with Manor Adventure? *Already booked for October 2024.*

Have you any further general comments which you feel would be useful to us? *Please see other sheet of thoughts.*

Where did you hear of Manor Adventure? *visitor of old (over 20yrs)*

What were the reasons for choosing Manor Adventure? *School traditic.*

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

What other visits does your school organise? *- no other residentials day mps etc*

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:

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

