

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: 2nd to 6th October 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 ?
Information about catering eg example menu, example timings for activities and meals.

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

Did he provide a fair description of our centre and product? Not applicable

How professional was the Presentation Evening?

How did you rate our pre-visit administration? 1-Good

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? Not applicable- school had visited in previous years.....

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1- very quick after arriving

Room Allocation: - We told the children ourselves Introductory Talk: 2- Might be better to not mention jumping from bunks
As this gives them an idea...

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2- would be good to have washing up facilities supplied.....

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? A few issues about lights not working in bathrooms, wasps nest outside one room but these were dealt with once raised with staff.

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

Standard of Furnishing? 2 although teacher room could do with an additional chair.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1- yes plenty, reminded children to eat lots when they had an early dinner.

Was the food served promptly? 1

Were all dietary requirements catered for? 1- very clear and helpful staff when asking questions (as one day the grid was not up on the board so could not check for dairy in some of the items eg soups.

How do you rate the packed lunches? 3- good but too much food for the children, they don't need a biscuit and a chocolate bar. Also no need for plastic water bottles as they all had their own refillable bottles.

Any other comments? Appreciated having the menu sent out in advance for specific child's needs.

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- a range but we did raise issues at the time eg instructor saying "shut up" rather than listen / be quiet.

Were the Instructors motivating / clear / enthusiastic? / be quiet.
3- this ranged from instructor- some were not too clear, esp with games, asking children to explain rules rather than telling them which resulted in a little confusion at times.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2- as mentioned the pond by the abseiling felt very..... dangerous and needs a small fence or covering as in the dark it was very hard to see.

What were your pupil's favourite outdoor pursuits? High ropes, zip wire, canoeing.

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The outdoor activities eg ropes, zip wire.*

Which aspect of your stay was least enjoyed? *Needing to manage behaviour of children if instructors were finding it hard.*

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*

Have you any further general comments which you feel would be useful to us?
I think we fed back everything to the duty manager at the time.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?
Closed site, accommodation (no tents), range of activities.

Which centre did you visit last year? *Same*

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:

*manor
adventure*

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**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

