

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 DATES: 25/9/23 - 29/9/23
NAME OF ACCOMMODATION: THE MANOR

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? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

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 Fire Drill: 3? *Not if chn given mfo about exit routes.*

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 3 - *mattresses a little uncomfortable*

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 3 - *glass on low ropes*

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 3 - *mattresses*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 2 - *one evening one option not available at last sitting*

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments?

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: 1 Professional: 2

Were the Instructors motivating / clear / enthusiastic? clear but lacking enthusiasm

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Zip wire, aroball, canoeing + kayaking, abseiling

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?

..... Instructors to be more engaging - time moving to activities - songs ~~may be~~ could be sung? Games before / at end of sessions if time

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activity time*

Which aspect of your stay was least enjoyed? *Free time - being provided with equipment eg. football would be good*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Possibly but distance proved an issue when children needed collectives*

Have you any further general comments which you feel would be useful to us? *Staff who deserve particular mention for being helpful etc: Carl, Shippy, Sam, Dave, Sean*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Smaller site than previous provider*

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

What other visits does your school organise? *N/A*

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

