

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: CULKINGTON ..... DATES: 9-11th OCT 2023  
NAME OF ACCOMMODATION: .....

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  
longer videos for parents to watch.

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

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

How professional was the Presentation Evening? NIA

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? NIA

### 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? NO: We originally had to change rooms and it was dealt with really brilliantly!

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

.....

Standard of Furnishing? 1

.....

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES - enjoyed by all - given out with care and enthusiasm.

Was there enough to eat? YES - very generous.

Was the food served promptly? YES and always with a smile and a chat for children + adults.

Were all dietary requirements catered for? YES - lanyards for each child - excellent idea.

How do you rate the packed lunches? NIA.

Any other comments? Really fabulous and always a highlight of the sessions.

### SECTION 5: Centre Staff & Outdoor Pursuits

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

YES - very enthusiastic + welcoming.

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1 and beyond!

Were the Instructors motivating / clear / enthusiastic? YES - children loved them and exceeded their expectations!

How do you rate the outdoor pursuits? 1 wonderful premises!

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Kayak / 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?

NO. All really perfect!  
→ Perhaps extra outdoor too at some locations?!

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Dorm life! for children.*

Which aspect of your stay was least enjoyed? *Getting children to sleep!*

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

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?  
*NO.*

Where did you hear of Manor Adventure? *Word of mouth.*

What were the reasons for choosing Manor Adventure? *Someone had been before and raved about it. Location to us - no more than 2 1/2 hrs away.*

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

What other visits does your school organise? *Short day trips in local area.*

**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? *NO.*

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

