

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: 10th - 12th July 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 ?

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No ~ all good

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2 - good choice. Chef made alternative of our diabetic pupil who wouldn't eat anything on menu

Was there enough to eat? Day one we were last sitting and some food ran out (spagetti). Portion sizes were good.

Was the food served promptly? Yes - staggered dining times worked well.

Were all dietary requirements catered for? Yes

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: 1

Were the Instructors motivating / clear / enthusiastic? Yes

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Zip wire

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

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

for archery, there was a lot of waiting around as the 2 groups were being led on the archery in different ways. Not a huge problem but some of our pupils were restless.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Zip wire, abseiling.*

Which aspect of your stay was least enjoyed? *Weather!*

How do you rate the overall product on a value for money basis? *Very good.*

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?
We were really grateful to centre for changing our accommodation to the Lodge and when the weather was bad, switching the evening walk to fencing and bouldering at short notice.

Where did you hear of Manor Adventure? *Head has been previously with another school.*

What were the reasons for choosing Manor Adventure? *Used previously.*

Which centre did you visit last year? *Culmington Manor (different school)*

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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

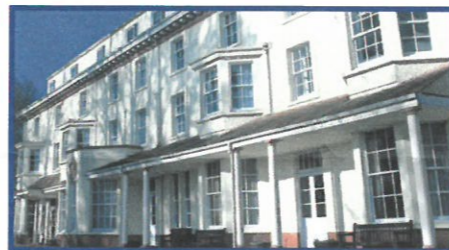
Abernant Lake Hotel, Wales

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

