

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: 18/09/23 -> 22/09/23  
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? update your reviews so they are easy to read.

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

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? 2

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? 2

### SECTION 2: Arrivals

General Welcome: 1 Sarah is fab! ..... Fire Drill: 1 .....

Room Allocation: 1 ..... Introductory Talk: 1 .....

### SECTION 3: Centre Facilities

Pupil Accommodation 4 ..... Teacher Accommodation: 3 .....

Washing & Toilet Facilities: 3 ..... Cleanliness / Hygiene: 1 .....

The Grounds: 2 Well looked after. .....

Were there any accommodation problems? One of the doors in M4 toilets is sticky and hard to open. Roller blind in cottage room 2 is broken. Shower holder in room 3 is broken.

Standard of cleanliness / tidiness? (teacher & pupil) 1 The lovely cleaner is wonderful!

Standard of Furnishing? Could there be wifi in the teacher's cottage? It would help with getting school work done.

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes perfect for what they need!

Was there enough to eat? Yes Always plenty.

Was the food served promptly? Yes! Shaun is fabulous!

Were all dietary requirements catered for? Yes but for gluten free some better pudding options.

How do you rate the packed lunches? N/A

Any other comments? All chefs must know the allergens in all the food so they can advise the children. The muffin was a 'may contains' nuts and they weren't aware.

### SECTION 5: Centre Staff & Outdoor Pursuits

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

We met Sarah on arrival and spoke to the chiefs regularly

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1 .....

Were the Instructors motivating / clear / enthusiastic? Yes! They have been the most motivating we have had in my 4 years here!

How do you rate the outdoor pursuits? 2 Is there a way to make some activities able to have more than one go eg climbing + zipwire

How do you rate the outdoor pursuit equipment? 2 some things need replacing or upgrading. e.g. elbow pads and fencing jackets.

What were your pupil's favourite outdoor pursuits? High Ropes, underground maze, axe throwing, canoeing and kayak, rifles.

Are there any new outdoor pursuits you would like Manor Adventure to offer? new knee and elbow pads for grass sledging.

Do you have any suggestions on how we could improve our product or outdoor pursuits? Please can high ropes not be at night (in the dark) the children don't find it as easy and are much more likely to avoid it.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Outdoor ~~per~~ pursuits were great.*

Which aspect of your stay was least enjoyed? *Other schools not following rules.*

How do you rate the overall product on a value for money basis? *Really good value for money compared to other places.*

Will you be considering a further visit with Manor Adventure? *Yes. I think we are booked in for next year again.*

Have you any further general comments which you feel would be useful to us? *Sam, Ed, Rodney, Oli, Will, Katie, Frankie, Carl, Selina, <sup>Lawen + Angus</sup> were absolutely incredible! Please can they make sure we know their names at the start!*

Where did you hear of Manor Adventure? *We have been coming for 20 years*

What were the reasons for choosing Manor Adventure? *The food is good and the children get to do 5 activities a day.*

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

What other visits does your school organise? *None*

**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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*Thank you very much for get another fabulou visit! We appreciate all you do!*

# manor adventure

*Also a huge thank you to Skippy for letting us borrow his camping chair!*



## 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

