

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: 20/9/23 - 22/9/23
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? a few more videos for accommodation areas to show parents

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)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 4

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? one light not working but fixed immediately when manor notified

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

Standard of Furnishing? 3

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 good variety, always hot, good portion sizes, kids commented that food was great

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? parent serving staff

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? Very - extra instructors came to support / stayed later to help get everyone through zip wire

How do you rate the outdoor pursuits? 2 - grass sledging children complained they were bored

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Kayaking, canoeing, obstacle course

Are there any new outdoor pursuits you would like Manor Adventure to offer? raft building, paddle boarding, bubble football, zorbing, nerf wars

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

grass sledging - move sledges, competitiveness
zip wire - 2 ladders, more than one instructor at top so 2 can go up at same time (just in case one child freezes)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *all of it - great experience for the children*

Which aspect of your stay was least enjoyed?

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?

- update clothing list to include new activities*
- prices on tuckshop boxes / images on tve list*

Where did you hear of Manor Adventure? *visited previously (many years)*

What were the reasons for choosing Manor Adventure? *as above*
reliable, accomodating

Which centre did you visit last year? *Culmington*

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
Telephone: 01584 861333 Website: www.manoradventure.com

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

