

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: T
CENTRE: CUMMINGTON MANOR DATES: 8th - 10th SEPTEMBER 2027
NAME OF ACCOMMODATION: MEES AND COTTAGE

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? *More information on what specific activities involve - esp. in case of a maze & obstacle course.*

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

Did he provide a fair description of our centre and product? *1/5*

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Outstanding - very flexible*

Operations (Rooming, outdoor pursuit programmes, support)? *Very flexible + accommodating*

Preview visit to the centre? *Did not do*

Thank you for being so flexible with last minute changes and alterations to group / rooms etc.

SECTION 2: Arrivals

General Welcome: *Good* Fire Drill: *I did not see*

Room Allocation: *v. flexible - thank you!* Introductory Talk: *Good*

SECTION 3: Centre Facilities

Pupil Accommodation: *Good* Teacher Accommodation: *Good*

Washing & Toilet Facilities: *Acceptable* Cleanliness / Hygiene: *Drain addressed at our request*

The Grounds: *Grounds are very well looked after*

Were there any accommodation problems? *Some pupil showers reported to have low water pressure. Dorm rooms did not lock automatically on closing.*

Standard of cleanliness / tidiness? (teacher & pupil) *Staff accommodation within the cottage needed dusting and hoovering prior to arrival. Pupil showers were cleaned.*

Standard of Furnishing? *Good - although a work desk within staff bedroom would be helpful. Courtyard area could do with refitted w/ places. Staff lounge was good.*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *Food was good and with good variety, plenty of fresh fruit or other. Catering staff v. friendly + accommodating.*

Was there enough to eat? *Plenty to eat, and no complaints from either pupils or staff.*

Was the food served promptly? *Yes - although 16-year-olds eating relatively early did mean they were hungry late in the evening.*

Were all dietary requirements catered for? *Yes - most of our manor their own requirements. Lanyards are a good idea.*

How do you rate the packed lunches? *n/a*

Any other comments? *The timing between ourselves and another visiting school was very tight, so not all could be accommodated at the same time. A slightly later evening meal time would have been appreciated with older students.*

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes - all very friendly and willing to help.

How do you rate the Centre Staff / Instructors?

Helpful: *Very helpful.* Professional: *Very much.*

Were the Instructors motivating / clear / enthusiastic? *Variable - some were excellent but others struggled with motivating older students.*

How do you rate the outdoor pursuits? *Some were more suited to much younger pupils - would be helpful to know this at time of booking.*

How do you rate the outdoor pursuit equipment? *Mostly good although the lake for kayaking did not look inviting.*

What were your pupil's favourite outdoor pursuits? *Kayaking and canoeing were enjoyed by the pupils; Archery was enjoyed.*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *Some which required a high price (Crate stack, high ropes) would have benefited our group enormously.*

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

It would be helpful to know which activities are particularly suited to younger groups - low ropes, canyoneering were not challenging for 16+ and pupils quickly got bored. Instructors at times struggled to motivate or inspire pupils who did not wish to participate. Almost every activity ended w/ finishing very early with pupils then sitting waiting for next activity to start.

Complete

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Pupils being able to enjoy the facilities at the centre and using the grounds during free time as well as in activity sessions.

Which aspect of your stay was least enjoyed? It was frustrating at times that in some activities finished very early and not all pupils were engaged.

How do you rate the overall product on a value for money basis? Generally fair, but other providers have offered more for similar prices.

Will you be considering a further visit with Manor Adventure? Not for this age group as quite a lot was more geared towards younger pupils.

Have you any further general comments which you feel would be useful to us? We were very grateful the lounge was opened to us to watch rugby. Had the weather been for the lack of any indoor communal area would have been very challenging. Lack of staff for staff is problematic and restricts.

Where did you hear of Manor Adventure? web search for product -

What were the reasons for choosing Manor Adventure? Combination of availability at set time, proximity to school site, and the range of activities offered.

Which centre did you visit last year? Visit to other provider 6 previous years.

What other visits does your school organise? Residential visit for all year groups to places such as 'Call of the Wild' and 'Pau' in addition to overseas residential trips - Morocco, etc.

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: Address: Name: Address:

Thank you for accommodating us - Having a group of 16-year-olds is difficult and with hindsight I should have done more investigation into which activities would have been most suited to this age group and paid the additional premium for activities more focused on teamwork and team building (eg. Crab stack) to replace those such as low rope which were less enjoyed.

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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

