

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: ..
CENTRE: Culmington Manor PARTY LEADER: ..
DATES: 5th Feb - 9th Feb
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? More pictures of rooms / activities to prepare children

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? Office dealt with this area

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Great! Fire Drill: Fab!

Room Allocation: Easy! Introductory Talk: Little more detail needed more time given + showing children would be useful

SECTION 3: Centre Facilities

Pupil Accommodation: Great! Teacher Accommodation: Good - some have cold showers though!

Washing & Toilet Facilities: Cold showers Cleanliness / Hygiene: Great!

The Grounds: All good!

Were there any accommodation problems? A few issues raised, some fixed

Standard of cleanliness / tidiness? (teacher & pupil) All good!

Standard of Furnishing? Good!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Definitely! The kids were very happy with portion sizes!

Was the food served promptly? Yes! Some issues with other schools not moving their children out when finished which sometimes made it slow

Were all dietary requirements catered for? Yes - definitely

How do you rate the packed lunches? Haven't had it yet!

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 - they kept checking in with us too!

How do you rate the Centre Staff / Instructors?

Helpful: Very Professional: Very

Were the Instructors motivating / clear / enthusiastic? Yes - most of the time

Some lacked enthusiasm for chn when weather was wet they needed pushing up a bit

How do you rate the outdoor pursuits? Loved them!

How do you rate the outdoor pursuit equipment? All good!

What were your pupil's favourite outdoor pursuits? Obstacle course, high ropes, Abseiling, Canoeing/Kayaking, crate stacking, hill walk

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

they wished they could have done the underground maze

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

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the fun activities*

Which aspect of your stay was least enjoyed? *Some of the weather - but that is not your fault!*

How do you rate the overall product on a value for money basis? *Very good!*
Just general maintenance could be better eg. Fridges, toilets etc.

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? *Dave - slight example of good staff well*
Special mentions to Rob for getting the kids involved & enthusiastic, Kyle for his support and way with the kids, Frankie for the hill walk, Anthony - he had a lovely relationship with the kids

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *We enjoyed it before*

Which centre did you visit last year? *Same*

What other visits does your school organise? *45 sch. trip*

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

