

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: Cullinston DATES: 26-28 January
NAME OF ACCOMMODATION: Cullinston Manor

Please score on the following basis if not making any comment but she commented anyway - you deserve it!
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre-Arrival

How could we improve our website, www.manoradventure.com? The website is clear, I didn't really understand the procedure -> book -> deposit. Probably try email but felt we had to book with a deposit.

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? Jane and Clodagh were very helpful.

Customer Services (Bookings, payments, support)? Knowledgeable + understanding.

Operations (Rooming, outdoor pursuit programmes, support)? When we needed to

Preview visit to the centre? Make adjustments.

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: Scouts talked - Please insist on quiet

Room Allocation: Very good Introductory Talk: Scouts talked I wanted to interrupt but felt it best not to.

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Super

Were there any accommodation problems? The one man's code "London Bridge" didn't seem to be working but we think the mechanism is loose?

Standard of cleanliness / tidiness? (teacher & pupil) Brilliant all round the kids ^{compared} it to another activity centre they'd been to with school & said that it was better than that one. Praise indeed!

Standard of Furnishing? Absolutely fine, bunk beds conformed to safety, mattresses were clean - all good.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Above - some of us might have in!

Was there enough to eat? More than! and leaving the fruit out was a master stroke, thank you

Was the food served promptly? Promptly, with a smile and helpful comments. Really engaging of the youngsters.

Were all dietary requirements catered for? Yes, even at the last minute as one girl hadn't declared her requirements until we arrived in the refectory!

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, spent time with us & made us very welcome.

How do you rate the Centre Staff / Instructors?

Helpful: Exceedingly - No improvements needed! Professional: Absolutely

Were the Instructors motivating / clear / enthusiastic? All of those and more. Behaviour Management was first, friendly, fair. They were totally inclusive of all.

How do you rate the outdoor pursuits? Super good - see comment re kayaking below.

How do you rate the outdoor pursuit equipment? Super - well maintained, clean, well differentiated for different heights, ages + abilities.

What were your pupil's favourite outdoor pursuits? Obstacle course / foraging / bouldering. They enjoyed everything with the big exception of kayaking due to the cold.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Logic team building exercises but advice - e.g. build a maze on plants etc.

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

Always to keep an eye on how many are "watching" through using or being out in games. Not too much sleeping around - that's when the peeps, sickness etc can start. This is a major point for us though.

instructors, Super teaching, coaching + instructing skills and ability of the instructors to engage the Scouts + Cubs. Building of zip wire

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *By the kids - the good mix of free time*

activities - ability to be independent during free time By the Scouts - *the knowledge of the*

Which aspect of your stay was least enjoyed? *Probably kayaking due to the water temperature - we shall not do that one at this time of year again. Aeroball - organised by those who play*

How do you rate the overall product on a value for money basis? *Excellent, food tasty, plentiful, brilliant choice catering for all dietary needs*

Will you be considering a further visit with Manor Adventure? *Yes we would like to rebook for the weekend before the prices go up in January/Feb 2025*

Have you any further general comments which you feel would be useful to us?
*perhaps a procedure / visible signage (?) to let the youngsters know where their leaders / teachers are sleeping during the night? A3 sized map on the wall?
 Aeroball - needs 2 instructors - 1 to do the Aeroball + 1 to play games with the others not on aeroball.*

Where did you hear of Manor Adventure? *Sign on the road*

What were the reasons for choosing Manor Adventure? *location to Scout group and on catchment*

Which centre did you visit last year? *N.I.A.*

What other visits does your ^{Group} school organise? *Summer Camps; adventure weekends - we provide activities, Survival Camps; adventure activity days*

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: ...



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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

