

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: Cwmington DATES: 16-19 february 2024  
NAME OF ACCOMMODATION: 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? not looked at it!

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? Good

Customer Services (Bookings, payments, support)? Good

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: Welcome as we arrived was great Fire Drill: children knew what to do

Room Allocation: fine Introductory Talk: good

### SECTION 3: Centre Facilities

Pupil Accommodation Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: It was very muddy in parts

Were there any accommodation problems? no - boiler on first night

moor there wasnt enough hot water but fine on second night

Standard of cleanliness / tidiness? (teacher & pupil) Good but it would

be handy to have a dishwasher + brush + mop at this time of year.

Standard of Furnishing? Good

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - ~~good~~ the food

was really tasty and there was a good variety

Was there enough to eat? Yes the portions were generous

.....

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? .....

.....

.....

.....

### 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: Very Professional: Very

Were the Instructors motivating / clear / enthusiastic? very

.....

How do you rate the outdoor pursuits? good variety, well led and

children really enjoyed all activities

How do you rate the outdoor pursuit equipment? Some was broken or had

parts missing which made parts difficult for the children

What were your pupil's favourite outdoor pursuits? Zipwire, refreshment,

abseiling

Are there any new outdoor pursuits you would like Manor Adventure to offer? .....

.....

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

when we did the camp activity it would have

been useful to have more pet legs and some

mallets



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *all of it, it was a great experience and the staff were brilliant*

Which aspect of your stay was least enjoyed? *The rain and mud!*

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?  
*When we did campcrafts last year we made dens and built fires but this year it was tents and hot chocolate.*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *value for money, good range of activities, good reputation. Enjoyed previous visits*

Which centre did you visit last year? *Culmington*

What other visits does your school organise? *local area / parts of interest eg museums, themed 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

