

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: 9th - 12th 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? N/A

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? ~~N/A~~ Excellent

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Very good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities

Pupil Accommodation: Very good Teacher Accommodation: Very good

Washing & Toilet Facilities: Poor Cleanliness / Hygiene: Very good

The Grounds: Excellent

Were there any accommodation problems? Staff showers not working properly. Pupils with no hot water in some instances

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

Standard of Furnishing? Excellent

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Really good, lots of choice

Was there enough to eat? Yes - Excellent

Was the food served promptly? Yes - Excellent

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Catering staff very friendly

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: Excellent Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Yes and helped pupils with SEN needs. (High ropes session 5 Friday female instructor)

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? High ropes, bouldering

Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A

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

Better drying room. More facilities to clean shoes.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Slightly disorganised room allocations (pupils put in wrong rooms)*

How do you rate the overall product on a value for money basis? *Excellent*

Will you be considering a further visit with Manor Adventure? *Yes every year*

Have you any further general comments which you feel would be useful to us?
Bathrooms in woodland village need a refurb.

Where did you hear of Manor Adventure? *Always come*

What were the reasons for choosing Manor Adventure? *N/A*

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise? *Watersports*

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:

*manor
adventure*

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

