

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: CULMINIFERN MANOR DATES: 19<sup>TH</sup> FEB → 23<sup>RD</sup> FEB '24  
NAME OF ACCOMMODATION: LODGE

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? DIDN'T USE

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? .....

Customer Services (Bookings, payments, support)? ..... 1

Operations (Rooming, outdoor pursuit programmes, support)? ..... 1

Preview visit to the centre? ..... N/A

### SECTION 2: Arrivals

General Welcome: ..... 2 ..... Fire Drill: ..... 2

Room Allocation: ..... 2 ..... Introductory Talk: ..... 2

### SECTION 3: Centre Facilities

Pupil Accommodation ..... 1 ..... Teacher Accommodation: ..... 1

Washing & Toilet Facilities: ..... 1 ..... Cleanliness / Hygiene: ..... 1

The Grounds: ..... 1

Were there any accommodation problems? Room 1 APPEARED TO BE LEAK

AT BOTTOM OF SHOWER

Standard of cleanliness / tidiness? (teacher & pupil) ..... 1

Standard of Furnishing? ..... 1 ..... LOVELY NEW SOFA'S ☺

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? ..... 1

Was there enough to eat? ..... 1

Was the food served promptly? ..... 1

Were all dietary requirements catered for? ..... 1

How do you rate the packed lunches? ..... N/A

Any other comments? FOOD WAS EXCELLENT & CHEF EVEN HAD FOOD PREPARED & HEATED & BROUGHT UP TO LODGE AFTER HOSPITAL TRIP! GREAT CHOICE TEACHERS & CHILDREN ATE VERY WELL!!

### 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: ..... 2 ..... Professional: ..... 2

Were the Instructors motivating / clear / enthusiastic? 2 - THE MAJORITY WERE

ELITE NEEDED TO BE CLEARER WITH INSTRUCTIONS ON THE BLIND TRAIL & KEPT THE GROUP INJURED WHILST WAITING TO GO ON THE BLIND TRAIL.

How do you rate the outdoor pursuits? ..... 1

How do you rate the outdoor pursuit equipment? ..... 1

What were your pupil's favourite outdoor pursuits? ZIP WIRE, ABSEILING, OBSTACLE, EVENING WALK.

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?

N/A



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *RANGE OF ACTIVITIES, INSTRUCTORS - ALL ASPECTS REALLY MAKE VISIT - FOOD, STAFF ACCOMMODATION ETC.*  
Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *ALREADY BOOKED FOR 2025*

Have you any further general comments which you feel would be useful to us?  
*THANK YOU, AS ALWAYS, FOR A GREAT VISIT. THE CHILDREN (AND STAFF!) HAD A GREAT EXPERIENCE. LOTS OF MEMORIES MADE!*

Where did you hear of Manor Adventure? *BEEN COMING FOR YEARS*  
What were the reasons for choosing Manor Adventure? *ACTIVITIES, FOOD, ACCOMMODATION*

Which centre did you visit last year? *CULMINGTON MANOR*  
What other visits does your school organise? *ALTON CASTLE (3 DAY) & DAY VISITS*

**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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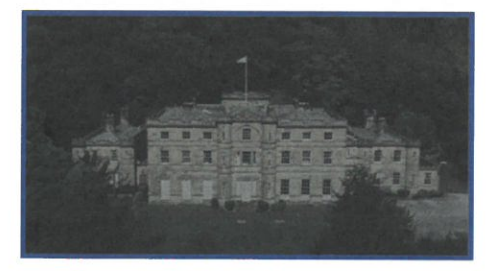
# manor adventure

## 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

