

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: 12/2/24 - 16/2/24
NAME OF ACCOMMODATION: Manors

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?

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Great

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Fire Drill:

Room Allocation: Introductory Talk:

But didn't talk to us about the children which you did in previous years and we felt this would have been useful

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? would have appreciated more toilets eg using M6 instead of M7 need hooks in

Standard of cleanliness / tidiness? (teacher & pupil) rooms + dry rooms

need bins in girls toilets as standard

Standard of Furnishing? lovely new sofas - reclining! very comfy beds

possible shoe racks/cupboards outside rooms as would help

with keeping rooms clean. shoes dry.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - All needs were accommodated

really very well! Thank you!

Was there enough to eat? Yes

.....

Was the food served promptly? Yes

.....

Were all dietary requirements catered for? Yes, Thanks for being so

accommodating (miss R)!

How do you rate the packed lunches? N/A

.....

Any other comments? Thanks for pancakes!

lovely welcoming staff - very polite to all the children

.....

.....

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? More awareness of the needs of individuals would have helped in delivery / names to individuals.

Helpful: mostly Professional: mostly

Were the Instructors motivating / clear / enthusiastic? Will, - great. V. popular. V. engaging.

Charlie - really engaging and kept the kids engaged all session - See continuation

How do you rate the outdoor pursuits? couldn't go on obstacle

courses as was broken? (A frame - M frame ??)

How do you rate the outdoor pursuit equipment? blind trails equipment

didn't work as it was mostly broken

What were your pupil's favourite outdoor pursuits? aeroball, axe throwing

herring, rifles,

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?

smaller groups would have meant more activity &

less messing about because of waiting. There has

been a lot of B hanging around

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The whole week on a whole was enjoyable. Children had different favourites. Thank you. :)*

Which aspect of your stay was least enjoyed? *compass + camp craft*

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

hill walk is always a highlight but not as good as previous years as the usual route wasn't taken. instructors in many sessions seemed too happy to give up and not encourage the children to

Where did you hear of Manor Adventure? *continue/persistence. i.e. stopping*
What were the reasons for choosing Manor Adventure? *activity to play a game.*

Because archery was run in a double session there was too much hanging around; the

Which centre did you visit last year? *adult to children ratio*

What other visits does your school organise? *was not good needs to be 2 adults 10 children*

chose manor due to past 2 years positive experience!

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

