

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: Cuddington Manor DATES: 24-28/6/24  
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? Excellent

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)? Excellent

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

Preview visit to the centre? Excellent

### SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

### SECTION 3: Centre Facilities

Pupil Accommodation Excellent Teacher Accommodation: Very Good

Washing & Toilet Facilities: Very Good Cleanliness / Hygiene: Excellent

The Grounds: Excellent

Were there any accommodation problems? light and top but reported and dealt with immediately.

Standard of cleanliness / tidiness? (teacher & pupil) Excellent

Standard of Furnishing? Excellent

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - very good, lots of choice and accommodating for our needs

Was there enough to eat? Definitely!

Was the food served promptly? Very!

Were all dietary requirements catered for? Yes - excellent

How do you rate the packed lunches? N/A

Any other comments? Brilliant food! Thank you for saving lunch for a pupil + teacher who had to visit hospital. This was above and beyond!

### SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes and person on duty spoke to us every night and reiterated how to get hold of them!

How do you rate the Centre Staff / Instructors? Absolutely fantastic communication.  
Helpful: Outstanding Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Very enthusiastic, they checked medication everytime they got to know our children but also had clear behaviour boundaries.

How do you rate the outdoor pursuits? Great range of activities, well organised.

How do you rate the outdoor pursuit equipment? Safe, up-to-date and organised.

What were your pupil's favourite outdoor pursuits? Absailing, zip line, blind trail, Kayaking/canoeing.

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

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

Some sessions were slightly too long for our children but instructors were very flexible.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities and woodland village was perfect for our children*

Which aspect of your stay was least enjoyed? *The birds at 11:0'clock*

How do you rate the overall product on a value for money basis? *It is very expensive for some of our families but it is worth the cost*

Will you be considering a further visit with Manor Adventure? *Definitely*

Have you any further general comments which you feel would be useful to us?

*A fantastic stay! We have been so impressed with how quickly incidents (fire alarms, running children accidents) were dealt with by instructors. You were all so accomodating + flexible to our needs.*

Where did you hear of Manor Adventure? *Email*

What were the reasons for choosing Manor Adventure?

*Great facilities and range of activities on offer.*

Which centre did you visit last year? *N/A - first year*

What other visits does your school organise?

**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? *N/A*

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

