

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: *18.03.24 - 22.03.24*
NAME OF ACCOMMODATION: *The Barn*

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? *1. Jane was very helpful*

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: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

SECTION 3: Centre Facilities

Pupil Accommodation: *2* Teacher Accommodation: *3*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *2*

The Grounds: *2*

Were there any accommodation problems? *Broken shower and toilet in staff accommodation which were fixed very quickly*

Standard of cleanliness / tidiness? (teacher & pupil) *2*

Standard of Furnishing? *3*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *1. Excellent food with a good choice*

Was there enough to eat? *1*

Was the food served promptly? *1. Excellent service and always with a friendly smile*

Were all dietary requirements catered for? *1*

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

Any other comments? *The catering staff were all so lovely with a special mention for Shaun*

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: *1* Professional: *1*

Were the Instructors motivating / clear / enthusiastic? *1*

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? *Abseiling, underground maze, zip wire*

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

Paddleboarding

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? *All of it!*

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

How do you rate the overall product on a value for money basis? *1*

Excellent

Will you be considering a further visit with Manor Adventure?

Absolutely!

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

All of the instructors were fantastic with a special shout out to Kyle, Rodri and Ellie. Reece & Scully. Maintenance staff were very efficient.

Where did you hear of Manor Adventure? *We have been coming for years.*

What were the reasons for choosing Manor Adventure?

We love it here!

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

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?

Name: Name:

Address: Address:

*manor
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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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

