

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: 11th - 15th March
NAME OF ACCOMMODATION: Woodlands 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? more detail on accommodation

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product?

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? 2

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

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: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? N/A

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

Standard of Furnishing? All good 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? yes! 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? Staff friendly - especially Sean. More time between school sittings as not enough room to sit - our children were left standing with trays of food with nowhere to sit. Worse the second part of the week.

SECTION 5: Centre Staff & Outdoor Pursuits

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

yes 1

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

Were the Instructors motivating / clear / enthusiastic? mostly. Ellie

wasn't enthusiastic on several sessions. Kial

How do you rate the outdoor pursuits? 2

really good. Will also be helpful. Rob - great.

How do you rate the outdoor pursuit equipment? 1

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

Abseiling, Hill walk, Archery, 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?

Chippings around the aeroball due to the

amount of mud.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children achieve and overcome challenges.*

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

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

Will you be considering a further visit with Manor Adventure? *Yes already booked!!*

Have you any further general comments which you feel would be useful to us?
To have wifi would be useful.

Where did you hear of Manor Adventure? *used before*

What were the reasons for choosing Manor Adventure?
Value for money, range of activities.

Which centre did you visit last year? *This one*

What other visits does your school organise?
A yr 5 3 day trip to a local outdoor scout centre for outdoor activities.

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

