

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: 11/3/24 - 15/3/24
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 OFFICE STAFF DEALS WITH THIS

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 3 CHILDREN CONFUSED!

Room Allocation: 2 Introductory Talk: 3

CHILDREN NEEDED CLEARER INSTRUCTIONS ESPECIALLY DINING HALL ROUTINES.

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2 WE WERE NOT TOLD ABOUT NO HAND WASH.

The Grounds: 2 - MORE OUTDOOR LIGHTING

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) GOOD - CLEANER OVER DAY

Standard of Furnishing? NICE NEW FURNITURE IN TEACHERS

LOUNGE

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? PLENTY!

Was the food served promptly? VERY PROMPTLY

Were all dietary requirements catered for? YES - NO VEGAN PUDDING

How do you rate the packed lunches? N/A

Any other comments? STAFF SERVING WERE VERY GOOD!

ONE STAFF - USUALLY ON TRAYS - WAS VERY ABRUPT

WITH THE CHILDREN - EVEN SAYING, 'CAN ANY OF YOU

SPEAK ENGLISH?' CAUSING OFFENCE TO AN GAL CHILD!

SECTION 5: Centre Staff & Outdoor Pursuits

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

I THINK THEY HAVE - BUT START OF THE WEEK SEEMS AGES AGO.

How do you rate the Centre Staff / Instructors?

Helpful: 3 - DEPENDED ON THE INSTRUCTOR Professional: 3 - DEPENDS ON THE INSTRUCTOR

Were the Instructors motivating / clear / enthusiastic? 3 - DEPENDED ON THE INSTRUCTOR AND ACTIVITY

How do you rate the outdoor pursuits? 2 - GOOD VARIETY

How do you rate the outdoor pursuit equipment? 3 - NOT ENOUGH EQUIPMENT FOR FENCING, NO PENCILS FOR SCAVENGER HUNT, AERO BALL NEEDED AT LEAST TWO OF THEM AND LOCATION NOT BEST. BIKES WERE NOT WORKING - POSSIBLY BALANCED BIKES, BETTER WELLS FOR U-MAZE.

What were your pupil's favourite outdoor pursuits?

CANOEING + KAYAK + HIGH ROPES + UNDERGROUND MAZE + ABSEILING + HILL WALK

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

CONFIDENCE COURSE BACK

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

AERO BALL WAS NOT GOOD - 4 CHILDREN OUT OF 12 ACTIVE

JACOB LADDER NEEDS AT LEAST 2 MEMBERS OF STAFF

VERY OBVIOUS LESS STAFF THAN PREVIOUS YEARS VISITS

AND SOME STAFF DIDN'T HAVE ANY PRESENCE WITH CHILDREN.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE VARIETY OF ACTIVITIES AVAILABLE AND THE AMOUNT THE CHILDREN GET THROUGH

Which aspect of your stay was least enjoyed? FRUSTRATION OF NOT HAVING ENOUGH STAFF OR RESOURCES ON SOME ACTIVITIES, E.G JACOBS LODGE + SCAVENGER HUNT.

How do you rate the overall product on a value for money basis? 3 - LACK OF STAFF NOT ACCEPTABLE WHEN PAID OVER £400 PER CHILD.

Will you be considering a further visit with Manor Adventure? YES - THE LODGE IS FANTASTIC

Have you any further general comments which you feel would be useful to us? YES - LAUREN, DAVE, CARL, CHARLIE, JOE, JOE, NICK, ELIE -> VERY GOOD INSTRUCTOR -> GREAT WITH THE CHILDREN.

Where did you hear of Manor Adventure? BEEN 20+ YEARS

What were the reasons for choosing Manor Adventure? OUTDOOR PURSUITS

Which centre did you visit last year? 2022 -> SAME VENUE

What other visits does your school organise? LOTS

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

