

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]  
CENTRE: Almington Manor DATES: 8-10/2/19  
NAME OF ACCOMMODATION: Mews

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**

Did you find the brochure accurate and informative? Yes

How could we improve our website, www.manoradventure.com?  
Only perhaps a bit of you tube type footage of a typical day?

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)? VG  
Operations (Rooming, outdoor pursuit programmes, support)? VG  
Preview visit to the centre? VG

**SECTION 2: Arrivals**

General Welcome: Excellent Fire Drill: VG  
Room Allocation: VG Introductory Talk: VG

**SECTION 3: Centre Facilities:**

Pupil Accommodation: VG Teacher Accommodation: VG  
Washing & Toilet Facilities: VG Cleanliness / Hygiene: VG  
The Grounds: VG Catering: Excellent  
Were there any accommodation problems? Only minor heat / hot shower issues in teacher accom which were sorted.  
Standard of cleanliness / tidiness? (teacher & pupil) VG

Standard of Furnishing? VG

**SECTION 4: Meals**

Were the meals of an adequate standard? Excellent

Was there enough to eat? Certainly.

Was the food served promptly? VG

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? n/a

Any other comments?

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: VG Professional: VG

Which Instructors were motivating / clear / enthusiastic?

How do you rate the outdoor pursuits? VG

How do you rate the outdoor pursuit equipment? VG - issue with air after jamming - more oil!

What were your pupil's favourite outdoor pursuits? varied by choice - fencing / more / ob stake course etc.

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? —

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Obstacle course*

Which aspect of your stay was least enjoyed? *Only the weather & the path down to archery after v/heavy rain/fall*

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

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?

*More loose chipping on archery path or alternative use of roadway down to avoid slides & falls.*

Where did you hear of Manor Adventure? *On line search*

What were the reasons for choosing Manor Adventure? *Variety & previous experience of the centre.*

Which centre did you visit last year? *Different > Condoren Hall*

What other visits does your school organise? *no other residential currently*

## 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: .....

*Need for w/ anchor at bottom of abseil to undo kit - need extra lighting - particularly bottom of abseil - suggest Xmas rope light to light rope path up to top. **manor adventure***

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

Telephone: 01584 861333 Fax: 01584 861367 [www.manoradventure.com](http://www.manoradventure.com)