

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: Culmington Manor DATES: 11th - 13th Feb 2019

NAME OF ACCOMMODATION: The 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? 1

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 2 Catering:

Were there any accommodation problems?

Worm (alive) fell from the light fitting in the child's bathroom.

Standard of cleanliness / tidiness? (teacher & pupil)

2

Standard of Furnishing?

3

SECTION 4: Meals

Were the meals of an adequate standard? 3

Was there enough to eat? 2

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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

John, Curtis, Jordan,
Chris,

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? ~~1~~ 2

What were your pupil's favourite outdoor pursuits?

obstacle course, rifles, abseiling

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

The return of the zip wire

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?

Seeing children grow in confidence

Which aspect of your stay was least enjoyed?

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

Bargain Special - Good value

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?

Many thanks to all of the staff involved in supporting our member of staff who was unwell today (12/02/19).

Where did you hear of Manor Adventure? Previous visit.

What were the reasons for choosing Manor Adventure?

It is exactly what we're looking for. The right place and the right price.

Which centre did you visit last year? Culmington Manor

What other visits does your school organise?

Hathersage - Derbyshire.

Carsington Camp - Derbyshire

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