

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: 18.02 - 20.02.19

NAME OF ACCOMMODATION: Mews / valley view

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? ..... 3 .....

How could we improve our website, www.manoradventure.com?  
Include <sup>more</sup> photos of the accommodation and layouts

If you had a visit from one of our School Journey Advisors:  
Did he provide a fair description of our centre and product? ..... 1 .....

How professional was the Presentation Evening? Didn't have one

How did you rate our pre-visit administration?  
Customer Services (Bookings, payments, support)? ..... 1 .....

Operations (Rooming, outdoor pursuit programmes, support)? ..... 1 .....

Preview visit to the centre? Didn't have one

**SECTION 2: Arrivals**

General Welcome: ..... 1 ..... Fire Drill: ..... 1 .....

Room Allocation: 3 - valley view isolated from the rest of the party. Introductory Talk: ..... 1 .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 2 ..... Teacher Accommodation: ..... 1 .....

Washing & Toilet Facilities: ..... 4 ..... Cleanliness / Hygiene: ..... 4 .....

The Grounds: ..... 1 ..... Catering: ..... 1 .....

Were there any accommodation problems? Only as above

Standard of cleanliness / tidiness? (teacher & pupil) Excellent

Standard of Furnishing? Comfortable everything we required

**SECTION 4: Meals**

Were the meals of an adequate standard? Fantastic

Was there enough to eat? Plenty with a plethora of choices.

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes. Staff went over and above for a child who was a fussy eater.

How do you rate the packed lunches? N/A

Any other comments? Food was of a very high standard with a wide variety of choices to suit everyone's tastes.

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All <sup>were</sup> Faultless. Pupils were encouraged to participate fully in each activity. The instructors' energy was <sup>infectious</sup>

How do you rate the outdoor pursuits? Excellent. Would be useful to have wetsuits for the water-based activities as pupils were wet and cold for a lengthy period of time.

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Abseiling and kayaking

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?

Provide an indoor activity room for pupils' use during 'free' time eg games room.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Abseiling and kayaking*

Which aspect of your stay was least enjoyed? *Survival skills*

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

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?

Where did you hear of Manor Adventure? *visited by an Advisor*

What were the reasons for choosing Manor Adventure? *Your ability to cater for pupils with disabilities*

Which centre did you visit last year? *Bronnion and Wlangranneg*

What other visits does your school organise? *Day trips linked to topic work/the curriculum*

**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**