

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: CULMINATION DATES: 12-15 July 19

NAME OF ACCOMMODATION: WOODLAND 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

Did you find the brochure accurate and informative? N/A

How could we improve our website, www.manoradventure.com?
More pictures of accommodation types?

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

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

How professional was the Presentation Evening? NA

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? 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: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) V. Good

Standard of Furnishing? Good. Couple more armchairs in WV Staff lounge?

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? Don't know yet. Usually good!

Any other comments? Sunday Lunch very good.
Staff friendly, esp dark haired lady with glasses.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

James, Leanne, Jess (maybe wrong name) but did
Maze + Raft building, Mr Clarke (forgot first name!), Shaz.

How do you rate the outdoor pursuits? Excellent.

..... Enjoyed new low ropes course.

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Rafting, Kayak
..... low ropes

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

..... Paddleboarding (SUP)

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

..... Session toilets a bit grim but not a big issue.

There is a lot of single use plastic but not much sign of
avoiding / recycling?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Students achieving
new things + engaging with activities*

Which aspect of your stay was least enjoyed? *Cakes? porridge and too wet.*

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

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?
Thoroughly enjoyable experience again.

Where did you hear of Manor Adventure? *Knew of it from living nearby.*

What were the reasons for choosing Manor Adventure? *positive
previous experience*

Which centre did you visit last year? *NORFOLK*

What other visits does your school organise? *Walesby Scout Camp,
Ski trip planned for 2020.*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com