

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: 24th June - 28th June 2019
NAME OF ACCOMMODATION: MANOR HOUSE

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?

Did not use as have visited before

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2 very late with activity timetable this year

Preview visit to the centre? N/A - visited before

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 (Long Mynd very squashed) Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) good to see dining room painted - now makes other areas look a bit shabby. 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? ... 1

Was there enough to eat? ... 1

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? Excellent food selection

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ... 1 Professional: ... 1

Which Instructors were motivating / clear / enthusiastic?

Lucy Tanes

Charlotte

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Canoe / Kayak

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?

Some instructors spend a lot of time explaining - children would prefer to do rather than listen. Bike skills was a bit pedestrian.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?
..... } enjoyed all of our visit
Which aspect of your stay was least enjoyed?

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 - probably
..... the year after next (2021)

Have you any further general comments which you feel would be useful to us?
.....
.....
.....

Where did you hear of Manor Adventure? ... visited before

What were the reasons for choosing Manor Adventure? ... safety + quality
activities

Which centre did you visit last year? ... Culmington Manor

What other visits does your school organise? ... about to start organising
short 1-2 night stays for lower KS2 and KS1.

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