

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: CUMMERSTON (LODGE)

DATES: 24 - 28 JUN

NAME OF ACCOMMODATION: .....

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? ..... (2)

How could we improve our website, www.manoradventure.com?

Home page could be more welcoming

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)? ..... (1)

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: ..... (2) Fire Drill: ..... (2)

Room Allocation: ..... (2) Introductory Talk: ..... (3)

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... (2) Teacher Accommodation: ..... (1)

Washing & Toilet Facilities: ..... (1) Cleanliness / Hygiene: ..... (1)

The Grounds: ..... (2) Catering: ..... (3)

Were there any accommodation problems? .....

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

Standard of Furnishing? Wanky TV signal in Lodge

**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? /

Any other comments? Serving area needs more ventilation.  
Tense atmosphere until soaked

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

How do you rate the Centre Staff / Instructors?

Helpful: VERY Professional: ✓

Which Instructors were motivating / clear / enthusiastic?

Harry (Thailand), (2 staff down from Dumblaine)  
were excellent!!

How do you rate the outdoor pursuits? They vary between excellent and good!

How do you rate the outdoor pursuit equipment? Ranges from state of the art High ropes to the Archery equip. which was very tired.

What were your pupil's favourite outdoor pursuits? High Ropes, Underground Maze, Abseil, Canoe + Kayaks, Water Polo

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

We missed zipline this year! Snorkelling or Scuba

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? *High Ropes*

Which aspect of your stay was least enjoyed? *IE's*

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

*Pool a little tired, Archery very poor equip  
Need more fencing equip + a new location to do it*

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

What were the reasons for choosing Manor Adventure? *Tradition +*

*Financial*

Which centre did you visit last year? *This one!*

What other visits does your school organise? *Lots of sports tours*

**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](http://www.manoradventure.com)