

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: 21st to 24th June 2019  
NAME OF ACCOMMODATION: 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** \* WE BOOK YEAR ON YEAR SO I DON'T USE THE WEBSITE  
Did you find the brochure accurate and informative? YES

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

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

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)? EXCELLENT

Operations (Rooming, outdoor pursuit programmes, support)? EXCELLENT

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: VERY GOOD Fire Drill: VERY GOOD

Room Allocation: VERY GOOD Introductory Talk: VERY GOOD

**SECTION 3: Centre Facilities:**

Pupil Accommodation: GOOD Teacher Accommodation: VERY GOOD

Washing & Toilet Facilities: GOOD Cleanliness / Hygiene: GOOD

The Grounds: VERY GOOD Catering: EXCELLENT

Were there any accommodation problems? BROKEN TOILET - WE WERE ABLE TO MOVE ROOMS NO PROBLEMS

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

Standard of Furnishing? ACCEPTABLE

#### SECTION 4: Meals

Were the meals of an adequate standard? YES EXCELLENT.

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? AM COMPLETING THIS BEFORE HAVING ONE!

Any other comments? /

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

How do you rate the Centre Staff / Instructors?

Helpful: EXCELLENT Professional: EXCELLENT

Which Instructors were motivating / clear / enthusiastic?

YES - GOOD ALL.

How do you rate the outdoor pursuits? VERY GOOD

How do you rate the outdoor pursuit equipment? THERE WAS A FAIR

AMOUNT OF MAINTAINANCE WORK HAPPENING MAYBE THIS COULD HAVE BEEN DONE AT A DIFFERENT TIME?

What were your pupil's favourite outdoor pursuits? .....

KAYAKING, \*RIFLES + SWIMMING.

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? /

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ACTIVITIES + FOOD!

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.

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? RELAXED  
ATMOSPHERE, GOOD RANGE OF PURSUITS.

Which centre did you visit last year? CULMINGTON

What other visits does your school organise? YEAR 4 + YEAR 2  
RESIDENTIALS NEARER HOME.

**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)