

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: COMMINGTON DATES: 14th - 17th June 2019

NAME OF ACCOMMODATION: LODGE

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? Yes

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

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)? n/a

Operations (Rooming, outdoor pursuit programmes, support)? n/a

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: n/a Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Hot water from taps far too HOT for the children - dangerous

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? *Yes*

Was there enough to eat? *Plenty - thank you. Staff and*

Children really appreciated the extra cake! Chef very friendly too!

Was the food served promptly? *Always*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches? *n/a*

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

Leanne, Harry, Curtis and an instructor - sorry can't remember his name - who was with group 5 on obstacle course

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *3*

What were your pupil's favourite outdoor pursuits? *Raft building,*

obstacle course, high ropes & kayaking

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

caving, 3G swing

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

enough equipment for some sessions (only enough ^{high ropes} ~~chickets~~ for half chr to participate this year) Auto belays to ensure less waiting around, one group at a time doing _{abseiling}

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities*

Which aspect of your stay was least enjoyed? *Children & Staff enjoyed all aspects*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Yes - already booked*

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

** There were one or two comments from instructors that could potentially have offended some of the children.*

Where did you hear of Manor Adventure? *School have been visiting for a long time!*

What were the reasons for choosing Manor Adventure? *!!*

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

What other visits does your school organise? *skiing*

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:

.....

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manor adventure