

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: Chilmington Manor DATES: 10-14  
NAME OF ACCOMMODATION: The Barn

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?  
More photos for the children to see what the activities look like.

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)? Very Good  
Operations (Rooming, outdoor pursuit programmes, support)? Very Good  
Preview visit to the centre? .....

**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: Very Good  
Were there any accommodation problems? Some children were cold.

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

Standard of Furnishing? Acceptable

#### SECTION 4: Meals

Were the meals of an adequate standard? *They were 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? *Very Good*

Any other comments?

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

How do you rate the Centre Staff / Instructors?

Helpful: *V.G.* Professional: *V.G.*

Which Instructors were motivating / clear / enthusiastic?

How do you rate the outdoor pursuits? *V.G.*

How do you rate the outdoor pursuit equipment? *V.G.*

What were your pupil's favourite outdoor pursuits? *High ropes, kayaking, rifle shooting, archery*

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? *The activities (see previous)*

Which aspect of your stay was least enjoyed? *The weather is*

*It was great we did everything in spite of that!!*

How do you rate the overall product on a value for money basis? *V.G.*

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?

*Some instructors were slow in explaining activities*

*which meant fewer goes for the children*

*More pace sometimes please.*

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

What were the reasons for choosing Manor Adventure? *Came last year and*

*it was very good.*

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

What other visits does your school organise? .....

## 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**

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