

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: 10/6/19 - 14/6/19
NAME OF ACCOMMODATION: Woodland village

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?

not used as regular visitors.

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)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? NO

(shower in WT always seemed cold)

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 3-

SECTION 4: Meals

Were the meals of an adequate standard? *In general yes - but lack of choice (esp salad raw cut)*

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? *N/A*

Any other comments? *Perhaps a menu displayed in queuing room so ch. had time to choose?*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Shaz, Chris, Ro, Dave, Leanne, Anna, Jenny, Curtis, Jordan, Namy (Disappointed with their's attitude to the children) on several occasions

How do you rate the outdoor pursuits? *3 2*

How do you rate the outdoor pursuit equipment? *3 - but lack of arm guards for archery, helmets/masks fencing*

What were your pupil's favourite outdoor pursuits? *Children enjoyed all activities*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *- a new zip wire?*

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

shelters for activities such as volleyball low ropes - session toilets at top by rifles? shelter in swimming pool? last swimming - road worker

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *friendliness of staff - Matt accommodating our needs/children*

Which aspect of your stay was least enjoyed?

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*

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

hooks in drying room to hang coats etc to dry - on sessions to give fair access to all (eg blind train) time allocations when doubling up

Any consideration for not planning 'messy' activities on final days?

Where did you hear of Manor Adventure? *been here before*

What were the reasons for choosing Manor Adventure? *Good reputation, fun activities, accommodating, good variety of activities. Trained instructors*

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

What other visits does your school organise? *Cadbury World, Cattle Country, Watrose, We the Curious, Science festival, Gloucester Museum, Nature in Art*

Recycling bins for all to use.

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