

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: 06/03/19 - 08/03/19

NAME OF ACCOMMODATION: THE 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? 2

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)? 3

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: N/A Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? SHOWERS RUN HOT & COLD

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES - MORE THAN

Was the food served promptly? MOSTLY, SOME OF THE OTHER SCHOOLS WERE NOT ALWAYS STICKING TO THEIR ALLOCATED TIMES

Were all dietary requirements catered for? GOOD; ONE OF OUR DIET MEMBERS IS GLUTEN FREE AND WAS VERY IMPRESSED

How do you rate the packed lunches? N/A

Any other comments? NONE; SEEMS TO BE A BETTER STANDARD THAN PREVIOUS YEARS

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

TRAVIS; CURTIS B; HARRY, CURTIS & SIMON, ESTHER
OVERALL ALL VERY GOOD BUT BUT THOSE NAMES ABOVE STAND OUT

How do you rate the outdoor pursuits? GREAT. WAS HARD DUE TO THE WEATHER BUT STILL OVERALL GOOD

How do you rate the outdoor pursuit equipment? GOOD - SAFETY WAS TAKEN SERIOUSLY

What were your pupil's favourite outdoor pursuits? WIDE GAMES (IN MUD & DARK) OBSTACLE COURSE, LOW ROPES, ABSEILING.

Are there any new outdoor pursuits you would like Manor Adventure to offer? 3G SWING

Do you have any suggestions on how we could improve our product or outdoor pursuits? NO

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? RANGE OF ACTIVITIES

Which aspect of your stay was least enjoyed? COLD SHOWERS

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

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?

NO

Where did you hear of Manor Adventure? RETURN VISIT

What were the reasons for choosing Manor Adventure? HAVE BEEN MANY TIMES BEFORE AND ALWAYS FOUND THE TRIP TO BE VERY GOOD

Which centre did you visit last year? MANOR ADVENTURE (YR 4); LONGRIDGE (YR 5)
YENWORTH (YR 6)

What other visits does your school organise?

YEAR 6 TO YENWORTH; NORTH DEVON

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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