

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 DATES: 6-8 March  
NAME OF ACCOMMODATION: Manor House

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?  
.....  
.....

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)? ..... 1

Operations (Rooming, outdoor pursuit programmes, support)? ..... 1

Preview visit to the centre? ..... 1

**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: .....

Were there any accommodation problems? ..... 4

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

Standard of Furnishing? ..... 1

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 1

Was there enough to eat? ..... 1

Was the food served promptly? ..... 1

Were all dietary requirements catered for? ..... 1

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: ..... 1 ..... Professional: ..... 1 .....

Which Instructors were motivating / clear / enthusiastic?

..... All instructors we had were  
..... Brilliant

How do you rate the outdoor pursuits? ..... 1

How do you rate the outdoor pursuit equipment? ..... 1

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

..... Bouldering Manor Olympics

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

..... N/A

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

..... N/A

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Children enjoyed everything*

Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *1*

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? *Came last year*

What were the reasons for choosing Manor Adventure? *loved it last year*

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

What other visits does your school organise? *Year 4 residential*

**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**