

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: 17-19th May 2019
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? Yes

How could we improve our website, www.manoradventure.com?
..... Downloadable/online forms for parents
e.g. kit list, medical

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product? ~~NA~~ NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? NA

Operations (Rooming, outdoor pursuit programmes, support)? NA

Preview visit to the centre? NA

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: 2 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Most of the site
was beautifully presented - some pupils
commented on untidiness of

Standard of Furnishing? Fencing / rifle range area
..... excellent

SECTION 4: Meals

Were the meals of an adequate standard? Excellent - especially good at catering to all needs and tastes

Was there enough to eat? Yes - pupils ate exceptionally well and enjoyed the food.

Was the food served promptly? Yes

Were all dietary requirements catered for? See above

How do you rate the packed lunches? NA

Any other comments? Excellent

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: / Professional: /

Which Instructors were motivating / clear / enthusiastic?

..... Yes - the standard of instruction was v. high.

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Maze, ropes, obstacle course, fencing - all activities

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

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? food / activities

Which aspect of your stay was least enjoyed? Pupils liked the vending machine but would have liked more choice / shop?

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?

Where did you hear of Manor Adventure? Previous trips

What were the reasons for choosing Manor Adventure? Quality of instruction, range of activities, food/catering, openness of site

Which centre did you visit last year? Culmington

What other visits does your school organise? Ux residential - Frank Chapman Centre, YHA Edale, Blackwell court, Top Barn

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

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