

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: 15th May - 17th May
NAME OF ACCOMMODATION: Barn / Manor

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?
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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)? Good

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

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: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

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

Standard of Furnishing? 2

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?

Any other comments? All staff were fantastic and very helpful, esp. with dietary requirements!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Becca/Jeff/Jordan/Esther/Re all were able to relate really well to the children and made the activities really enjoyable. Thanks!

How do you rate the outdoor pursuits? Very good. All appropriate for age.

How do you rate the outdoor pursuit equipment? Very good.

What were your pupil's favourite outdoor pursuits? Maze, Archery, O-course, Climbing, Rifles

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? *The children have really enjoyed all the Outdoor Pursuits.*

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

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?
Some instructors seemed a little adroit with the children, some maybe need to be a bit more aware of their approach towards younger children.

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *Positive previous visit.*

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

What other visits does your school organise? *Calshot, Bushcroft.*

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