

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: 17-20 MAY 2019

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? N/A

How could we improve our website, www.manoradventure.com?
.....

If you had a visit from one of our School Journey Advisors: N/A

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)?

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

Preview visit to the centre?

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: 1

Were there any accommodation problems? No

SHOWERS + BEDROOMS ARE CHILLY... TEACHER LOUNGE TOO WARM
WASTED WATER FROM PUSH DOWN TAPS

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

Standard of Furnishing? 2

SECTION 4: Meals

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

Was there enough to eat? ... MORE THAN ENOUGH!

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? ... EXCELLENT CHOICE AT EVERY MEAL,
DELICIOUS AND THE CHILDREN LOVED ALL THE FOOD!
THANK YOU

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

... BEN, ROSS, TRAVIS, JORDAN, BECCA, CURTIS, JOSH
IN PARTICULAR.

How do you rate the outdoor pursuits? ①

How do you rate the outdoor pursuit equipment? ② IT WAS A SHAME

THAT THE OBSTACLE COURSE AND ZIPWIRE WERE OUT OF ACTION.

What were your pupil's favourite outdoor pursuits? ... CANOE / KAYAK, MAZE,
ARCHERY, WATER POLO + SWIM.

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

... PADDLE BOARDING

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? ... THE ORGANISATION OF ACTIVITIES
SHARED RESPONSIBILITY FOR GROUP

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? ... PREVIOUS VISIT

What were the reasons for choosing Manor Adventure? ...

Which centre did you visit last year? ... SAME

What other visits does your school organise? ... NONE

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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