

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: Monday 20th May - Friday 24th May 2019

NAME OF ACCOMMODATION: MEWS

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? Not seen it

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

Put on a typical day's timetable

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)? 1

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: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? M7 stable door should be a plain door. Children's showers not great, M7 shower cold. M4 floor splitting/dangerous.

Standard of cleanliness / tidiness? (teacher & pupil) Well-maintained efficient system.

Standard of Furnishing? 2 Very sturdy beds + thick mattresses. Chairs in mews could be replaced/repaired lamp in Teacher sitting room

SECTION 4: Meals

Were the meals of an adequate standard? Very good, good variety
Limited puddings but lots of fruit.

Was there enough to eat? Yes. Plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes, very efficient.

Might be nice if they could collect cards in ~~the~~ Boot
But main chef very good at recognising allergic children's ~~room~~.

How do you rate the packed lunches? NA

Any other comments? Curry Chicken ^{fry} very hot.
Sometimes writing of options unclear - could be printed?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Travis, Esther, Henry, Ross, Jen, Josh, Chris, Elliot,
Charlotte.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2. High ropes not enough

click its. Fencing masks too few and room quite dusty.

Fencing and bouldering rooms too hot - need ventilation / A.C.

What were your pupil's favourite outdoor pursuits? High Ropes, Climbing.

Water Polo and pond activities. I.E. M10

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

Parab's ladder is too challenging generally, something different
great for team building though. might be better

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Excellent staff, good varied timetable, prompt timetable.....

Which aspect of your stay was least enjoyed?

Facilities in the barn for fencing and boulding.....

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?
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.....

Where did you hear of Manor Adventure? ~~Being~~ *Been coming for about 20 years*.....

What were the reasons for choosing Manor Adventure?

Give the children a different experience, increase their confidence and team work.....

Which centre did you visit last year? *this one*.....

What other visits does your school organise?

Several but this is the only residential one.....

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: *No sorry!*..... Name:

Address:

.....

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manor adventure

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