

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: 20/5 - 24/5

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? 2

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

Ensure 360° video work for a MacBook

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 3 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? No but we

had requested the barn and

got the NV which caused some

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

Standard of Furnishing? 3

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SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Mostly

Were all dietary requirements catered for? Yes

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 (all but one instructor)

Which Instructors were motivating / clear / enthusiastic?

Harry, Ro, John, Alex, Charlotte, Esther

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1 (except for archery)

What were your pupil's favourite outdoor pursuits? Underground more, water polo, abseiling, rock climbing, Survival

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?

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Attending the sessions

Which aspect of your stay was least enjoyed?

Free time in our accommodation no land to play on.
How do you rate the overall product on a value for money basis? Good

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?

If staying in the NW an allocated grassed area to play would be ideal.

Where did you hear of Manor Adventure? visited for years,

What were the reasons for choosing Manor Adventure? Such wonderful visits before! ☺

Which centre did you visit last year? Culmington Manor

What other visits does your school organise?

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

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