

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: 24-26th May '19

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? N/A

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

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: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Staff door bell does not

work all time. Bathroom shower boiling hot/freezing cold alternate. Lower shower coming off wall & no mirror (teacher cut himself shaving)

Standard of cleanliness / tidiness? (teacher & pupil)

Very good

Standard of Furnishing? Good

SECTION 4: Meals

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

Was there enough to eat? ... Yes

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? ... yoghurts at breakfast
would be nice

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ... 1 Professional: ... 1

Which Instructors were motivating / clear / enthusiastic?

All who took us canoeing / kayaking

All staff who took us ~~us~~ gps on high ropes

How do you rate the outdoor pursuits? ... 1

How do you rate the outdoor pursuit equipment? ... 1

What were your pupil's favourite outdoor pursuits? ... High ropes, team
games

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

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

More than one member of staff on team games

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All*

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

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?

*Batteries in clock outside mews . . . Clocks in rooms
would help when we've told chn to ~~to~~ only get
up at certain time & also to get to activities on time*

Where did you hear of Manor Adventure? *Been previously*

What were the reasons for choosing Manor Adventure? *Know the
excellent facilities, food, staff & chance
for kids to have free time*

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

What other visits does your school organise? *Only day trips
within a shorter distance to school (Preston)*

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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