

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: 4 Nov - 8 Nov
NAME OF ACCOMMODATION: Wenlock, Ironbridge, Stretton, Ludlow

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 Can't comment wasn't involved.

Did you find the brochure accurate and informative?

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?

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: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: ~~Acceptable~~ Good Teacher Accommodation: Very good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Excellent

The Grounds: Good Catering: Excellent

Were there any accommodation problems? light not working in Ludlow, bathroom light in Stretton.

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

Standard of Furnishing? Acceptable, would like bottom sheets for pupil beds, drawers in rooms would help organisation.

SECTION 4: Meals

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

Was there enough to eat? ... absolutely .

Was the food served promptly? ... yes .

Were all dietary requirements catered for? ... yes .

How do you rate the packed lunches? ... not applicable .

Any other comments? ... Catering staff were excellent.
Thank you.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

Travis, Henry, Stuart, Shelly, Jess, India

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

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

What were your pupil's favourite outdoor pursuits? ... obstacle course, maze,
Archery, Low ropes, Abseiling, Blind trail, Kayaking +
canoeing.

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

make the Zip wire more accessible for all,

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? *All the activities.*

Which aspect of your stay was least enjoyed? *The boot room allocations.
The drying room have allocated rails.*

How do you rate the overall product on a value for money basis? *Very 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?

A very good visit, would be nice to have a team of allocated instructors for the duration of our visit so that they get to know the children well.

Where did you hear of Manor Adventure? *unsure wasn't involved.*

What were the reasons for choosing Manor Adventure? *Cost & range of activities.*

Which centre did you visit last year? *NO*

What other visits does your school organise? *NA*

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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