

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 DATES: 4 - 8th November
NAME OF ACCOMMODATION: 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? Yes

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

More images for parents - accommodation

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: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? No

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

Standard of Furnishing? 1

Warmer water heating

SECTION 4: Meals

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

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? ... Bring back the flapjacks, cookies etc...
where have the lunch puddings gone? We missed these.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ... 2 ... Professional: ... 2

Which Instructors were motivating / clear / enthusiastic?

... Lea, Travis, Lucy, Ross - Most were excellent

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, Kayaking,
confidence course

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

... 2

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

- More instructors on high ropes (we had 2)
- More outdoor lighting on high activities

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ..Water activities and
..high activities.. The hill walk

Which aspect of your stay was least enjoyed? ..Cold rooms/showers

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, two booked

Have you any further general comments which you feel would be useful to us?

..Notice board in lodge for children to have
..meal times up / Activities - Self - organisation
..Clock .. Mirror in teacher rooms

Where did you hear of Manor Adventure? ..

What were the reasons for choosing Manor Adventure? ..

..Amount of activities / Accommodation

Which centre did you visit last year? ..Culmington

What other visits does your school organise? ..No other residential
..just day visits

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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