

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: 4th-8th Nov '19

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? Yes.

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)? 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: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? In W4 fungi growing in sliver...

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard? ... 2

Was there enough to eat? ... 1

Was the food served promptly? ... 1

Were all dietary requirements catered for? ... 1

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

Which Instructors were motivating / clear / enthusiastic?

Michael, Travis, Liam, Amy and Stinky...?

How do you rate the outdoor pursuits? ... 2

How do you rate the outdoor pursuit equipment? ... 3

What were your pupil's favourite outdoor pursuits? ... Undergound maze, boulder, Zip wiring (apart from wait)

Are there any new outdoor pursuits you would like Manor Adventure to offer? ... We weren't offered Jacobi Ladder

Do you have any suggestions on how we could improve our product or outdoor pursuits? ... Smaller groups, 12 is far too many to keep them interested while waiting.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the ability to be free & independent.*

Which aspect of your stay was least enjoyed? *waiting times & lack of entertainment during waiting times.*

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?

It was noticeable that there were fewer instructors this year eg one for abseiling, one for hill walk...

Where did you hear of Manor Adventure? *Been here for last 10 years.*

What were the reasons for choosing Manor Adventure? *Safe, easily organised, great staff.*

Which centre did you visit last year? *here.*

What other visits does your school organise? *bushcraft.*

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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