

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: 15/11/19 - 17/11/19

NAME OF ACCOMMODATION: MANOR HOUSE

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](http://www.manoradventure.com)?

N/A

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Yes

How professional was the Presentation Evening? n/a

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? EXCELLENT

Operations (Rooming, outdoor pursuit programmes, support)? VERY GOOD

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: EXCELLENT Fire Drill: 1

Room Allocation: EXCELLENT Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 1

Were there any accommodation problems? A NIGHT TIME AREA DURING FREE TIME WOULD BE GOOD  
NO

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

Standard of Furnishing? 1

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 1 .....

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? ..... N/A .....

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

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

Which Instructors were motivating / clear / enthusiastic?

1

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? ..... ZIP WIRE .....

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

HIGH ROPES

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

LARGER CHANGING AREA FOR THE CANOEING  
KAYAKING PARTICULARLY IN THE WINTER MONTHS

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? SEEING THE CHILDREN  
ATTEMPT NEW CHALLENGES

Which aspect of your stay was least enjoyed? NONE

How do you rate the overall product on a value for money basis? 1

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?  
N/A

Where did you hear of Manor Adventure? PREVIOUS VISITS

What were the reasons for choosing Manor Adventure? IT IS A SITE  
THAT WE ARE FAMILIAR WITH

Which centre did you visit last year? CULMINGTON MANOR

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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