

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

NAME OF ACCOMMODATION: THE BARN

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? 2

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

Website was very useful.

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

Did he provide a fair description of our centre and product? 4 - ACCEPTABLE
LEFT US WITH ISSUES OVER BEDDING/SLEEPING BAGS

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? 1 - very helpful + accomodate

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 2 - but not in the middle of

Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 2

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 1

Were there any accommodation problems? Scalding hot water reported <4 - not sorted/recorded, cold showers, heaters not working, doors + windows not closed properly

Standard of cleanliness / tidiness? (teacher & pupil)

Rooms clean and tidy, teacher room cleaned daily

Standard of Furnishing? - Very good

SECTION 4: Meals

Were the meals of an adequate standard? Yes - lots of good options provided for our group.

Was there enough to eat? Mainly - unless you ended last when somethings had run out eg baps for chicken burgers

Was the food served promptly? Every single time and we tended to be first in.

Were all dietary requirements catered for? Yes - excellently - thank you very much

How do you rate the packed lunches? /

Any other comments? Sauce ~~sachets~~ sachets were often difficult to open - adults + children

- Kitchen staff + dining staff were friendly + excellent throughout.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 - varied some were 1, some were 5.
Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Emily, Lucy, Liam, Travis, Maria, Michael, Darren, ~~Stewart~~, Stewart/Stuart. - loved working with them.
- great supports.
- thank you lots to these people

How do you rate the outdoor pursuits? Good on the whole but maybe

more risk awareness of weather / wet clothes + coldness and chn's abilities / experience.

How do you rate the outdoor pursuit equipment? Good again, though

head torches let us down in the maze.

What were your pupil's favourite outdoor pursuits? Climbing, Zipwire,

Disco, Low ropes, Survival, Bouldering

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

3G Swing, Campfire at night

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

For some instructors, communication with chn + staff could be clearer
Also, some instructors would benefit from not judging groups / chn
the more some are not as confident or as sporty as they are.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Being with our children

and see different aspects of their character + watching them progress

Which aspect of your stay was least enjoyed? THE WEATHER + flexibility,

Communication locked at times

How do you rate the overall product on a value for money basis? Been to other places ^{children's centres} &

where we got more for the money, though ^{we were} promised this would be better

Will you be considering a further visit with Manor Adventure?

Possibly - felt very end of season

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

Communication - big issue - info was ~~sent~~ ^{sent} to Manor Ad +
to centre, yet still arrived to people saying hadn't got info re sleeping

Consistency of staff - those mentioned were super + others really need
to step up to their level.

Where did you hear of Manor Adventure? Rep got in touch with school

What were the reasons for choosing Manor Adventure?

Manor Adventure "promised" they did things better,
cheaper and offered more " than other children's centres.

Which centre did you visit last year? None

What other visits does your school organise?

Used to use Kingswood Colmendeny + France in past
plus childrens' centres in Derbyshire

SECTION 7

Would recommend but with reservations as

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? mentioned

Name:

Name:

Address:

Address:

manor adventure

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