

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: 13-15th November 2019
NAME OF ACCOMMODATION: The 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?

Lodge - 360 degrees link broken

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: (1) Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (1)

SECTION 3: Centre Facilities:

Pupil Accommodation: (2) Teacher Accommodation: (2)

Washing & Toilet Facilities: (1) Cleanliness / Hygiene: (1)

The Grounds: (1) Catering: (1)

Were there any accommodation problems? Rooms cold.

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 Other school staff need to lead the line to ensure there is a member of staff to take kids back to accommodation (free up tables).

Were all dietary requirements catered for? ① Dietary requirements cards - excellent idea

How do you rate the packed lunches? N/A

Any other comments? Kitchen staff very friendly, welcoming, good with the children

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

Yes

How do you rate the outdoor pursuits? Brilliant!

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Climbing wall and rifles

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

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

The climbing wall to have 4 sides climbing at the same time to get the children through quicker

more staff

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The opportunity to all stay together in the lodge and the activities our children were able to experience.*

Which aspect of your stay was least enjoyed? *The length of time taken to equip the children with harnesses ect - maybe extra staff would make this quicker*

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

Yes - good

Will you be considering a further visit with Manor Adventure? *This is our 2nd visit - already rebooked for next year*

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

*Jane Wakeman - Super organised/helpful
Provide walkie talkies for staff to use/would be helpful as phone reception poor*

Where did you hear of Manor Adventure? *Recommended by another school*

What were the reasons for choosing Manor Adventure? *Recommendation, like it that everything is on site.*

Which centre did you visit last year? *This one*

What other visits does your school organise? *Seaside visit, Theatre visits, residential visits, religious - places of worship, many others*

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:

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manor adventure

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