

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: 7-11 October

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? Not seen as been here before

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

website informative

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

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)? 2

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 1

Were there any accommodation problems? 2 - couple minor issues with doors which were resolved

Standard of cleanliness / tidiness? (teacher & pupil) 2 - rooms tidy + clean

Standard of Furnishing? Good + Comfortable Area

Seating in teacher lounge adequate for 5 although second sofa would be nice. Somewhere to wash mugs

SECTION 4: Meals

Were the meals of an adequate standard? Plenty to eat, great choice.
Good quality + tasty 1 "Amazing food" (Child's view)

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? like new cards, more yoghurts (especially for breakfast)

Condiments → could alternatives to single use plastic packages (e.g. large pump action dispenser) ? Salt packs being available for primary age child

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1/2/3 dependant on instructor

Which Instructors were motivating / clear / enthusiastic?

..... Michael, Ben, Maria, Ross, Jo These who led our
our Hi-rope sessions

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? Harness + helmets fine

fencing - more gloves, jackets not appropriate Size Volley ball net + base poor, more resources for survival (not just sticks)

What were your pupil's favourite outdoor pursuits? Orienteering, climbing,

High ropes, Abseiling, Bivi, zip wire, crate stacking

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?

IE - children would like more/diff activities as some they had done before (eg. bench)

Archery - child would like more goes.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities particularly those with maximum involvement for maximum time*

Which aspect of your stay was least enjoyed? *Waiting for a turn for an activity (eg zip wire, abseil) didn't struggle to focus if waiting long time → having activities?*

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

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?

Consider session toilet at top of hill for fencing, Bivi, climbing etc rather than having to go to reception.

Transport to/from Ludlow + Craven Arms was great. Separate food card which has dairy/lactose intolerance as

Where did you hear of Manor Adventure? *two separate conditions*

↳ can't remember as we have been coming for so

What were the reasons for choosing Manor Adventure? *many years*

Quality of facilities, accommodation, food and range of activities

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise?

44 - 2 night residential (Upton Court or Hodge Court)

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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