

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: 30.9.19 - 4.10.19
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? 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)? Excellent - helpful, quick to respond
Operations (Rooming, outdoor pursuit programmes, support)? RA 4 weeks in advance before we ask for LA approval so although the LA accepted all other paperwork there was a wait for the final programme (we were kept informed)
Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Good - however, had issue with door which was resolved and no heating on Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Good Catering: Good

Were there any accommodation problems? No heating in boys bedrooms which was resolved. Door issue resolved. Doorbell fixed.

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

Standard of Furnishing? Good * painted again with yellow strips, reflective jackets were available all during wide games.

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes!

Was the food served promptly? Yes

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? -

Any other comments? -

- got cross
India - shouting at us
- pushing us verbally
- ignoring us

Herry - encouraging
Eunice
Travis - funny,
Travis encouraging

2 x India - let me stand near front

4 $\frac{2}{2}$ x Shelley - she was funny, helped me

Tyler - piggy back on hill walk
Lee - encouraging us

Callum - for taking me to hospital

Becca - 'keep on going' encouraging

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

Becca on abseil, Tyler on archery, maze and hill walk

Leanne on confidence course, kayaking, zip wire Maria on obstacle course

Seán and Maria on confidence course Travis - for recognising that

How do you rate the outdoor pursuits? Good -> excellent VI pupil needed support and adapting quickly

archery - left handed compass was a bit slow - needed enough
bows needed treasure hunt Compasses for all and adaptation for VI pupils

How do you rate the outdoor pursuit equipment? Excellent

Excellent

What were your pupil's favourite outdoor pursuits? See over

Are there any new outdoor pursuits you would like Manor Adventure to offer? Night hike (is this 'evening walk'?)

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

A greater understanding of VI issues for each activity - Travis
used reflective jacket and during fencing and orange reflective card for archer Even better if fencing - foil, were calm, real, strong, use the

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Kayaking, bouldering, fencing,

raft building, confidence course, archery, sleeping, maze, high ropes

Which aspect of your stay was least enjoyed?

Compass

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

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?

He really appreciated the support given by Callum and other staff when one of our children had to be taken to A+E. Nothing was a problem - couldn't have been more helpful

Where did you hear of Manor Adventure?

Colleagues

What were the reasons for choosing Manor Adventure?

Repeat visits - good

experience the previous year

Which centre did you visit last year?

Same

What other visits does your school organise?

Also when I gave feedback on a member of staff, the feedback was received professionally and duty staff were helpful and ready to resolve any issues

SECTION 7

Thankyou.

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