

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: CUMINGTON DATES: 14 - 18/10/19

NAME OF ACCOMMODATION: THE MEWS

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: N/A

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)? ~~VERY GOOD~~ VERY GOOD

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: VERY GOOD Fire Drill: VERY GOOD

Room Allocation: VERY GOOD Introductory Talk: VERY GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: VERY GOOD Teacher Accommodation: VERY GOOD

Washing & Toilet Facilities: VERY GOOD Cleanliness / Hygiene: VERY GOOD

The Grounds: EXCELLENT Catering: EXCELLENT

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? GOOD

SECTION 4: Meals

Were the meals of an adequate standard? YES - VERY GOOD

QUALITY

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES - VERY GOOD

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic? *

BEN SPENT TIME WITH PUPILS WHO WERE REALLY NERVOUS & ENCOURAGED THEM. JOE, SHELLY, JOSH, HENRY

How do you rate the outdoor pursuits? VERY GOOD

How do you rate the outdoor pursuit equipment? VERY GOOD

What were your pupil's favourite outdoor pursuits? HIGH ROPES, ZIP WIRE, CLIMBING, ARCHERY, LOW ROPES

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?

ZIP WIRE WORKED MORE EFFECTIVELY WITH 3 INSTRUCTORS. PUPILS HAD LONG WAIT TIMES.

* NB INDIA WAS AN INSTRUCTOR ON THE MAZE & THE CLIMBING WALL & WAS VERY POOR. THERE WAS NO SUPPORT OR ENCOURAGEMENT. A MEMBER OF SCHOOL STAFF WAS LEFT IN THE MAZE ALONE.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? INSTRUCTORS AND
CENTRE STAFF ARE BRILLIANT - REALLY GOING THE
EXTRA MILE.

Which aspect of your stay was least enjoyed? THE MAZE WAS LESS
POPULAR

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

Will you be considering a further visit with Manor Adventure? YES -
ALREADY BOOKED!

Have you any further general comments which you feel would be useful to us?
A GREAT VISIT - THANK YOU

Where did you hear of Manor Adventure? PREVIOUS VISIT

What were the reasons for choosing Manor Adventure? ALL OF
THE ABOVE! 3 YEARS OF EXCELLENT
VISITS

Which centre did you visit last year? CULMINGTON MANOR

What other visits does your school organise? NONE

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com