

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: 16 - 20th September

NAME OF ACCOMMODATION: Manor House

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?

2 - N/A informative and inspiring

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

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)? ... Excellent

Operations (Rooming, outdoor pursuit programmes, support)? ... Excellent

Preview visit to the centre? ... Excellent

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

None

Standard of cleanliness / tidiness? (teacher & pupil) ... Very high - cleaners

were excellent

Standard of Furnishing? ... All good

SECTION 4: Meals

Were the meals of an adequate standard? *Very high standard*

Was there enough to eat? *Plenty - staff were amazing and really friendly*

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? *Sean (tray man) was amazing with the children and really welcoming to all*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Seth, Jenny, Curtis, Stuart B, Harry, John

Maria, Josh, Michael, Tyler, these were all

inspirational - Seth in particular was amazing!

How do you rate the outdoor pursuits?

Excellent

How do you rate the outdoor pursuit equipment?

Excellent (although a left handed bow would be nice!)

What were your pupil's favourite outdoor pursuits?

All of them - all benefitted from these activities.

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

Field archery

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

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities - high topics especially*

Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *Excellent - including premier activity*

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?
Thank you - it was our first visit and we really enjoyed it immensely

Where did you hear of Manor Adventure? *Head teacher*

What were the reasons for choosing Manor Adventure? *Good distance from our school, range of activities*

Which centre did you visit last year? *Kingswood*

What other visits does your school organise? *Theatre trips, Museums Camp night on field*

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:
.....
.....

manor adventure