

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: 16th - 20th SEP 19

NAME OF ACCOMMODATION: THE LODGE + 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? ..... N/A

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)? ..... 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: ..... 3

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 1 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 3 Cleanliness / Hygiene: ..... 1

The Grounds: ..... 1 Catering: ..... 1

Were there any accommodation problems? ..... No towel hooks. No hand dryer/towel in communal toilet. Dirty pull-chain in toilet<sup>staff</sup>.

Standard of cleanliness / tidiness? (teacher & pupil) ..... 1

Standard of Furnishing? ..... 4

Staffroom needs an upgrade. Lamps would be nice!

#### SECTION 4: Meals

Were the meals of an adequate standard? ..... Yes ..... 1

We like the healthy 'no pudding' lunch.

Was there enough to eat? ..... Yes!

Was the food served promptly? ..... Yes

Were all dietary requirements catered for? ..... Yes. we liked the new card system. Good options.

How do you rate the packed lunches? ..... N/A

Any other comments? ..... Really friendly dining room staff.

#### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 2 ..... Professional: ..... 3

Which Instructors were motivating / clear / enthusiastic?

John, Josh, Shelley, Henry, Harry, Lea, Michael  
Maria, Daz, Jenny, Curtis, Seth

How do you rate the outdoor pursuits? ..... 1

How do you rate the outdoor pursuit equipment? ..... 3 ..... Need more lights and range of welly size for maze. Need more blind folds. Left-handed bows.

What were your pupil's favourite outdoor pursuits? ..... high ropes, canoe + kayak, maze, zip wire, crate-stacking

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

Star gazing

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

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ..... The outside activities and the fabulous setting.

Which aspect of your stay was least enjoyed? ..... The hill walk, because it was too short.

How do you rate the overall product on a value for money basis? ..... 1

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?  
..... A clock in the teachers' lounge and outside in the corridor.

• More recycling options

Where did you hear of Manor Adventure? ..... Have been before.

What were the reasons for choosing Manor Adventure? ..... Successful previous trips.

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

What other visits does your school organise? .....

**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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