

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* DATES: *23-27th Sept*

NAME OF ACCOMMODATION:

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?
..... /

If you had a visit from one of our School Journey Advisors: *not this time*

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)? *1*

Operations (Rooming, outdoor pursuit programmes, support)? *1*

Preview visit to the centre? *1 - excellent 24th July 2019.*

SECTION 2: Arrivals

General Welcome: *3* Fire Drill: *Very rushed*

Room Allocation: *1* Introductory Talk: *3*

SECTION 3: Centre Facilities:

Pupil Accommodation: *2* Teacher Accommodation: *1*
almost immediately he'd got on coach!

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *1*

The Grounds: *2* Catering: *1*

Were there any accommodation problems? /

Standard of cleanliness / tidiness? (teacher & pupil) *Excellent*

Standard of Furnishing? *Very good -*

SECTION 4: Meals

Were the meals of an adequate standard? Yes, they were
excellent

Was there enough to eat? Yes, plenty

Was the food served promptly? Yes - all staff were
extremely patient with my children

Were all dietary requirements catered for? Yes,
excellent understanding of ASD,

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: 2 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

to some extent - (3)
on the whole - yes (2)

How do you rate the outdoor pursuits? (2)

How do you rate the outdoor pursuit equipment? (2)

What were your pupil's favourite outdoor pursuits?

canoeing, kayaking, obstacle course

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? /

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

great location, activities to suit all,

Which aspect of your stay was least enjoyed?

the rain ☹️

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

excellent

Will you be considering a further visit with Manor Adventure?

Yes - in 2 years time

Have you any further general comments which you feel would be useful to us?

We had an excellent time - thank you.

Activities + instructors were all great, but

stand out staff were all the kitchen staff who

were just so patient, kind + considerate to us all. Thank you.

What were the reasons for choosing Manor Adventure?

Previous visit to Abernart.

Your accommodating approach to Yr 3 pupils

Which centre did you visit last year?

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:

A staff photo ID board in main hall would be great for children visiting staff, maybe to help in learn names and for staff to know leadership team, manor adventure DSH, etc ??

They really took time + care to ensure all my SEN children were given options they would

This made such a difference to the whole 1.1.1.1 - thank you!