

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: *23-27 September 2019*  
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? .....

How could we improve our website, [www.manoradventure.com](http://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)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: ..... Fire Drill: ..... *2* .....

Room Allocation: ..... *2* ..... Introductory Talk: .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... *2* ..... Teacher Accommodation: ..... *2* *Subrooms/showers could do with upgrade!*

Washing & Toilet Facilities: ..... *2* ..... Cleanliness / Hygiene: *Really friendly + helpful*

The Grounds: ..... *1* ..... Catering: *Good timings + perfect for the children!*

Were there any accommodation problems? *None* .....

*Some bunk beds next to very hot radiators*

Standard of cleanliness / tidiness? (teacher & pupil) *Generally great and perfect*

*for outdoors activities*

Standard of Furnishing? ..... *1* .....

#### SECTION 4: Meals

Were the meals of an adequate standard? *Great variety, well organised, healthy options available and well-liked by the children.*

Was there enough to eat? *Always!*

Was the food served promptly? *Oh considering the amount of people being fed, it was surprising how quick meals times were! :)*

Were all dietary requirements catered for? *Yes.*

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: *2*

Which Instructors were motivating / clear / enthusiastic?

*Though most instructors were great at their activity, we felt sometimes they lost their patience a little quickly and were happy to leisurely begin activities so we didn't do any activity more than once which was a shame - we appreciate this was partly due to poor time keeping of our children.*

How do you rate the outdoor pursuits? *1*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *Rafting, confidence course, obstacle course and high ropes.*

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

*N/A*

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

*Try and get more than one chance per activity if possible.*

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The opportunity to see our children thrive and breakfast!*

Which aspect of your stay was least enjoyed? *The rain!*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Yes definitely*

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

*Just that speeding up the prep for activities (e.g. 40 mins before getting in maze) would really so less time spent waiting.*

Where did you hear of Manor Adventure? *We've been coming here for years.*

What were the reasons for choosing Manor Adventure? *It's always been great - fun, exciting, great for the kids to learn and push themselves and well worth the visit.*

Which centre did you visit last year? *Same*

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: .....

**manor adventure**

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