

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL:

PARTY LEADER:

CENTRE: Culmington Manor DATES: 12th - 14th February

2020

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? N/A

How could we improve our website, www.manoradventure.com?

..... N/A

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)? 1

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

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

The Grounds: 2 Catering: 1

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) Ludlow was a little smelly on arrival (smelt of stale urine)

Standard of Furnishing? Fine

SECTION 4: Meals

Were the meals of an adequate standard? yes good Standard of home cooked meals - very tasty 😊

Was there enough to eat? Plenty of choice, loads to eat!

Was the food served promptly? Yes, served promptly however not enough room in the dining room so had to wait for a seat at times.

Were all dietary requirements catered for? yes good variety of food, catered for all.

How do you rate the packed lunches? N/A

Any other comments? Present friendly staff, nothing too much trouble! Well-presented.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All instructors were very motivating and enthusiastic, particularly Sha2, Curtis and Stu.

How do you rate the outdoor pursuits? Excellent choice of outdoor pursuits - Thankyou for allocating our choices

How do you rate the outdoor pursuit equipment? Fine → good standard

What were your pupil's favourite outdoor pursuits? They have all enjoyed different activities → it was good to see the Zip wire back.

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? ... The fact all of ~~of~~ our requests were met, i.e. Rooming, activities etc

Which aspect of your stay was least enjoyed? ... None all ^{choices} aspects fine/to expectations.

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

Will you be considering a further visit with Manor Adventure? ... yes already booked - see you next year!

Have you any further general comments which you feel would be useful to us? The Children (and Staff) loved having Rosie & Kadi on our hill ~~with~~ ^{walk} they were Very well behaved dogs. 😊

Where did you hear of Manor Adventure? ... Been several times before

What were the reasons for choosing Manor Adventure? ... Excellent past experiences!

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

What other visits does your school organise? ... Glan Llyn - Welsh language visit.

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:
Address:
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Name:
Address:
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manor adventure