

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All the activities & the food*

Which aspect of your stay was least enjoyed? *Enjoyed everything*

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

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

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

During the video session the instructor used to video it & show it on the screen which was good & the children enjoyed

Where did you hear of Manor Adventure? *Have been coming for many years*

What were the reasons for choosing Manor Adventure? *The whole package! - Activities, food, accommodation & friendliness of the staff*

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

What other visits does your school organise? *Only day visits*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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: 2/3/20 - 6/3/20
NAME OF ACCOMMODATION: THE LODGE

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: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? Would be good to have an extra

sofa in the Teachers lounge as there are now only

2.

SECTION 4: Meals

Were the meals of an adequate standard? ... Much better than adequate

Was there enough to eat? ... Plenty to eat - delicious!

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? ... One child said "I wish we could bring the chef back to school!"

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

..... Michael, Stuart, Indya, Finn, ~~At~~ Phoebe, Jess & Curtis

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? ... Abseiling, Zip lining
Kayaking & Obstacle Course

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?

..... N/A