

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 DATES: 12-15 April 24  
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**

How could we improve our website, www.manoradventure.com ?  
pictures of rooms to share with children

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)? 1 - friendly helpful  
Operations (Rooming, outdoor pursuit programmes, support)? 1 - friendly helpful  
Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: 1 Fire Drill: 1  
Room Allocation: 1. Above + Beyond Introductory Talk: 1

**SECTION 3: Centre Facilities**

Pupil Accommodation 2 Teacher Accommodation: 2  
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1  
The Grounds: 2  
Were there any accommodation problems? No  
Standard of cleanliness / tidiness? (teacher & pupil) 1. Excellent  
Standard of Furnishing? 2. Nice to see new furniture in staffroom

**SECTION 4: Catering / Meals**

Were the meals of an adequate standard? Excellent  
Dietary requirements all met  
Was there enough to eat? Plenty  
Plenty of variety  
Was the food served promptly? Very promptly + with friendly staff  
Were all dietary requirements catered for? Yes  
How do you rate the packed lunches? .....  
Any other comments? Staff are very friendly, helpful, supporting children with food choices

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

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? .....  
How do you rate the Centre Staff / Instructors? Jo / Nik / Lauren / Katie / we can't remember all names  
Helpful: Excellent Professional: Excellent Majority of instructors were brilliant  
Were the Instructors motivating / clear / enthusiastic? Instructors went above + beyond for our children making their stay memorable  
How do you rate the outdoor pursuits? Excellent  
How do you rate the outdoor pursuit equipment? Excellent  
What were your pupil's favourite outdoor pursuits? High ropes, Rifle Shooting  
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? Where waiting for turns + long waits - give activities for children to do.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All of it enjoyed the way instructors interacted with our children + have been very inclusive*

Which aspect of your stay was least enjoyed? *Packing up to come home.*

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

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? *Better wifi for staff.*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure?

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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Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
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# manor adventure

## COURSE REPORT FORM

- for
- Culmington Manor, Shropshire
  - Lockerbie Manor, Scotland
  - Abernant Lake Hotel, Wales
  - Willersley Castle, Peak District
  - Norfolk Lakes, Norwich

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us

*Have you considered our French Centres*



Le Château du Broutel



Le Château de Warsy

