

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: Culmister, MADE ..... DATES: 10-13 MAY 2024 .....  
NAME OF ACCOMMODATION: Woodlane Village .....

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? ... Nothing at this time .....

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? ... Excellent (1) - STAFF EXTREMELY helpful .....

Customer Services (Bookings, payments, support)? ... (1) really friendly & helpful .....

Operations (Rooming, outdoor pursuit programmes, support)? ... (1) AS ABOVE .....

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 1 ..... Teacher Accommodation: 1 .....

Washing & Toilet Facilities: 1 ..... Cleanliness / Hygiene: 1 .....

The Grounds: 1 Clean & Tidy & Safe for all .....

Were there any accommodation problems? TV in Stays lounge but fixed by CARL (THANK YOU) .....

Standard of cleanliness / tidiness? (teacher & pupil) 1 everything clean & tidy .....

Standard of Furnishing? 1 new sofa in stays lounge excellent!! .....

**SECTION 4: Catering / Meals**

Were the meals of an adequate standard? 1 excellent food and plenty of it .....

Was there enough to eat? Yes - loads - .....

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? kitchen staff friendly & helpful - offered more food .....

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

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes - Andy spoke with us of two days, Jenny likewise .....

How do you rate the Centre Staff / Instructors?

Helpful: 1 Staff are all fantastic!! Professional: 1 All very highly professional .....

Were the Instructors motivating / clear / enthusiastic? Yes some loads of advice and encouragement fully engaged with learners .....

How do you rate the outdoor pursuits? 1 Excellent - Although the lake could do with a bit more water! NOT MANOR ADVENTURES STAFF - Local farms .....

How do you rate the outdoor pursuit equipment? 1 Excellent - well maintained .....

What were your pupil's favourite outdoor pursuits? Kayaking / canoeing, axe throwing, rifle shooting, high ropes, climbing, zipline, archery .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? Nothing we can think of at this time .....

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

We believe the products & pursuits are excellent there is nothing for all - The staff are all helpful to both students & staff, friendly & approachable. Due to weather some changes were made to programme which we believe benefitted all parties. Thank you Jenny!!

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All of it - food + Activities*

Which aspect of your stay was least enjoyed? *None -*

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 - provisionally booked for 2025*

Have you any further general comments which you feel would be useful to us?  
*Stay was all excellent and willing to go the extra mile cause the stay was great for all*

Where did you hear of Manor Adventure? *Several years ago (2017/2018) from colleagues*

What were the reasons for choosing Manor Adventure? *Safe and good activities as well as price + recommendations*

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

What other visits does your school organise? *We are the only department who carry out adventure training - other visits are to military / emergency events*

**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: .....



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

# 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

