

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: 20.05.24 - 24.05.24
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

How could we improve our website, www.manoradventure.com? Pictures of inside the accommodation and room plans.

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? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk:

SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No.

Standard of cleanliness / tidiness? (teacher & pupil) 4

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? There was a nice variety and kitchen staff were kind and friendly.

Was there enough to eat? Most days. Some days a few pupils needed a bit more.

Was the food served promptly? yes 2

Were all dietary requirements catered for? yes 2

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

yes

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? 2

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? High ropes, rifles, fencing, axe throwing, maze and bouldering.

Are there any new outdoor pursuits you would like Manor Adventure to offer? paintball, fort building, campfire cooking

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

Reducing wait times during activities like zip line and climbing. A net for the archery to reduce lost arrows.

Bike skills for Year 6 was too basic and didn't allow enough bike time

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The accomodation was great and staff were enthusiastic.*

Which aspect of your stay was least enjoyed? *Some pupils had a very different experience on the same activity depending on the instructor.*

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, possibly next May.*

Have you any further general comments which you feel would be useful to us?
Not having access to the pool was disappointing; it would've been better if it wasn't a last minute cancellation. Bailey, Katie, Kyle and Dave were especially memorable to our pupils. They loved them.

Where did you hear of Manor Adventure? *Through another school.*

What were the reasons for choosing Manor Adventure? *More activities for pupils and a greater variety.*

Which centre did you visit last year? *N/A*

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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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

