

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: Manor Adventure DATES: 21st - 23rd May 24
NAME OF ACCOMMODATION: Culmington Manor

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?

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Great Fire Drill: Great

Room Allocation: OK Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: well kept

Were there any accommodation problems? fire alarm - 10:30 am

- false alarm, Fluorescent light fixed quickly

Standard of cleanliness / tidiness? (teacher & pupil)

Good

Standard of Furnishing?

Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

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? Tasty, pupils really enjoyed it

& staff are very friendly & so helpful

when a pupil dropped a ~~bag~~ tray

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: Very - great Professional: Yes

Were the Instructors motivating / clear / enthusiastic? For most part yes

less engaging as long walk & blind trail

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? for some activities there

was not enough or of a good enough standard

What were your pupil's favourite outdoor pursuits?

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?

* Archery "Arrows" were very poor condition & quality

not enough harnesses for all pupils in groups

or staff from school to participate to encourage

reluctant children i.e. "high wires"

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All the centre activities were great, really enjoyed Puffin with Dave*

Which aspect of your stay was least enjoyed? *While children liked being together they got less out of the work than we were expecting - no talks or information*

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

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

Have you any further general comments which you feel would be useful to us?
*Better quality / improved "arrows" archery
All safety briefing were good, some signs around that do need painting out to children like zip wire sign*

Where did you hear of Manor Adventure? *Used for a number of years*

What were the reasons for choosing Manor Adventure? *Fits well with our yearly cycle of residential, traditions & generally satisfied*

Which centre did you visit last year? *May 'ish*

What other visits does your school organise? *Adventure holidays at Shrewsbury - Wales, Boreaston Park Staffordshire*

NB. The instructions on the activities were great overall -

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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.....



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

