

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: Colmington Manor DATES: 5th - 8th July 2024
NAME OF ACCOMMODATION: Woodland 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? Make the Risk Assessment available on the website & have short videos showing the activities.

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product? NA
How professional was the Presentation Evening? NA
How did you rate our pre-visit administration? Very Good
Customer Services (Bookings, payments, support)? Could all forms be collated into one document.
Operations (Rooming, outdoor pursuit programmes, support)? Everything was fine.
Preview visit to the centre? NA

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Organised & Informative
Room Allocation: Great Introductory Talk: Excellent & friendly

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent Teacher Accommodation: Excellent
Washing & Toilet Facilities: Very good Cleanliness / Hygiene: Very good
The Grounds: Excellent
Were there any accommodation problems? Imperative leak on Room W5. Although attempts were made to fix it we moved the children to the room next door as the leak didn't stop.
Standard of cleanliness / tidiness? (teacher & pupil) Very good.
Standard of Furnishing? Very Good. New sofas in lounge are comfortable.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes, excellent
Was there enough to eat? Yes, children were offered seconds for feeding
Was the food served promptly? Yes
Were all dietary requirements catered for? Yes
How do you rate the packed lunches? NA
Any other comments? Thank you to kitchen staff for their great service.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes - Dave - Thank you for all your help.
How do you rate the Centre Staff / Instructors?
Helpful: Yes Professional: Yes
Were the Instructors motivating / clear / enthusiastic? Yes, mostly
How do you rate the outdoor pursuits? Excellent, really enjoyable
How do you rate the outdoor pursuit equipment? No problems at all. Everything was safe.
What were your pupil's favourite outdoor pursuits? Aero-ball, zip wire, canoeing/kayaking, fencing, rifles, abseiling
Are there any new outdoor pursuits you would like Manor Adventure to offer? Paddle Boarding, Horse riding
Do you have any suggestions on how we could improve our product or outdoor pursuits? Ensure that each group gets the same experience during each activity option, e.g. Survival. Each of our groups did something different in their survival session as each time the instructor was different.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Children enjoyed all the activities & the hot chef.*

Which aspect of your stay was least enjoyed?

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, absolutely*

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

No. Thank you for a great visit.

Where did you hear of Manor Adventure? *Our school has been visiting*

What were the reasons for choosing Manor Adventure? *for several years -*

by you offer a large variety of activities, presents for a reasonable price & are a reasonable distance from our school.

Which centre did you visit last year? *the same - Culmington Manor*

What other visits does your school organise? *This is the only residential we offer our children.*

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? *No.*

Name:

Address:

*manor
adventure*

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*manor
adventure*

Completed

**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

