

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: *21st - 24th June 2024*
NAME OF ACCOMMODATION: *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? *all fine*

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? *n/a*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

SECTION 3: Centre Facilities

Pupil Accommodation *2* Teacher Accommodation: *2* *lack of hot water in shower in Clun*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *2*

The Grounds: *1*

Were there any accommodation problems? *issues with lighting quickly resolved by Andy - thank you!*

Standard of cleanliness / tidiness? (teacher & pupil) *2*

.....

Standard of Furnishing? *2*

.....

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *2*

.....

Was there enough to eat? *1*

.....

Was the food served promptly? *1*

.....

Were all dietary requirements catered for? *1 - thank you!*

.....

How do you rate the packed lunches? *n/a*

.....

Any other comments? *Maybe consider the variety on offer at a particular sitting - eg Saturday evening was all spicy food, & for picky eaters this might be an issue. Could have had the fish or pie from the night before just to mix it up a bit.*

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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: *1* Professional: *1*

Were the Instructors motivating / clear / enthusiastic? *1*

.....

How do you rate the outdoor pursuits? *1*

.....

How do you rate the outdoor pursuit equipment? *1*

.....

What were your pupil's favourite outdoor pursuits? *swimming, crate-stacking, canoeing / kayaking, axe throwing, high ropes, obstacle course, Manor Olympics*

Are there any new outdoor pursuits you would like Manor Adventure to offer?

..... *don't know*

.....

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

..... *No*

.....

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.....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Relationships the children built with staff, especially Charlie, Katie, Will & Drew & Zoe*
Which aspect of your stay was least enjoyed? *Bouldering due to the heat & dust in room - issue for asthmatics. However, the sessions were great.*
How do you rate the overall product on a value for money basis? *1*

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?
Overall, this has been the best experience since our 1st visit in 2016. The instructors are professional & dedicated & sessions have had a good pace.

Where did you hear of Manor Adventure? *flier*

What were the reasons for choosing Manor Adventure? *number of activities offered; 4 day weekend; location*

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

What other visits does your school organise? *—*

Many thanks to: Charlie, Katie, Will, Drew, Zoe, Dave, Bradley, Bailey, Seb, Jamie, Nathaniel, Nat, Shi, Jack, Lauren, Carter, & whoever we have for zip wire & low ropes - You have made this experience very special

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 for our staff & children & we can't wait to come back.*

Name: Name:
Address: Address:



Instructor of the Weekend - Charlie

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

