We constantly strive to improve our high standards. Your comments are very
important to us and will be assessed by our management team.
SCHOOL: Y PARTY LEADER:
CENTRE: CULMINGTON MANORDATES: WED 26TH - FRI 28th JUNE
NAME OF ACCOMMODATION: MANOR HOUSE
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:
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? NOT TAKEN THIS TIME AS
Customer Services (Bookings, payments, support)? VERY HELPFul
Operations (Rooming, outdoor pursuit programmes, support)? HELPFUL - UNDER
Preview visit to the centre?
CON IAC
SECTION 2: Arrivals
General Welcome: Fire Drill:
Room Allocation: Introductory Talk:
SECTION 3: Centre Facilities
Pupil Accommodation
Washing & Toilet Facilities: Cleanliness / Hygiene:
The Grounds:
Were there any accommodation problems?
Standard of cleanliness / tidiness? (teacher & pupil) CLEAN + CLEANED
WHILST HERE
Standard of Furnishing? GOOD

§.....

SECTION 4: Catering / Meals
Were the meals of an adequate standard? YES BBQ = FAB
Was there enough to eat? YES SALAD BAR - LUNCH+ DINNER
Was the food served promptly? YES - UNDERSTANDABLE SLOWER SERVICE ON VERY HOT DAY.
Were all dietary requirements catered for? YES
How do you rate the packed lunches? N/A
Any other comments? CHILDREN FRIENDLY CHOICES LIMITED - MANY PUPILS DIDN'T LIKE J. POTATO MAC + CHEESE - SOME CHILDREN ASKED FOR CHIPS WEDGES WAFFLES:
SECTION 5: Centre Staff & Outdoor Pursuits  Did the Head of Centre / Chief Instructor make themselves known to you during your visit?  YES - MORE OF A DEBRIEF ON THURS 27TH.
How do you rate the Centre Staff / Instructors?  Helpful: Professional:
Were the Instructors motivating / clear / enthusiastic? ALL SPECIAL MENTION >  DREW, AMY, DAVE, 'LORAT'
How do you rate the outdoor pursuits? VERY GOOD
How do you rate the outdoor pursuit equipment? ERY GOOD
What were your pupil's favourite outdoor pursuits? ABSEILING, ARCHERY, CANOE + KAYAKING
Are there any new outdoor pursuits you would like Manor Adventure to offer?  NIGHT CAMP FIRE: CYCLING:
Do you have any suggestions on how we could improve our product or outdoor pursuits?
CHANGING AREA/ENCLOSED MOBILES - MANY PUPILS
DON'T WANT TO CHANGE WHERE IT IS SO MUDDY.

SECTION 6: Overall Assessment
Which aspect of your stay was most enjoyed? MANOR ACCOMO DATIO N
TEACHER LOUNGE: ACCESS TO WATER ACTIVITY. OUTDOOR SPACE FOR FREE TIME. Which aspect of your stay was least enjoyed?
and the contract of the contra
How do you rate the overall product on a value for money basis? ALTHOUGH
SUMMER - EXPENSIVE WHEN SO MANY BEDS IN
Will you be considering a further visit with Manor Adventure?
Have you any further general comments which you feel would be useful to us?
UNEASY WITH MAIN DOOR BEING LEFT OPEN-
UNDERSTAND OLD PROPERTY - FLOOR VERY VERY
Where did you hear of Manor Adventure? SUGGESTION FROM OTHIER SCHOOL
What were the reasons for choosing Manor Adventure? LOCATION, BARGAIN
SPE AHL OFFEK
DOCONGAIT LAVE
Which centre did you visit last year? ABERNANT LAKE
What other visits does your school organise? YEAR GROUP DAY VISITS.
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:
THANK YOU!
manor
adventure

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

## 28.6.24

## manor adventure











## COURSE REPORT FORM

for

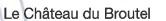
Culmington Manor, Shropshire
Lockerbie Manor, Scotland
Abernant Lake Hotel, Wales
Willersley Castle, Peak District
Norfolk Lakes, Norwich

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 de Warsy