

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: L PARTY LEADER: Y
CENTRE: CULMINGTON MANOR DATES: 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? Updating clothing list for every activity (although parents receive this in welcome packs)

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 BEEN BEFORE

Customer Services (Bookings, payments, support)? VERY HELPFUL

Operations (Rooming, outdoor pursuit programmes, support)? HELPFUL - UNDERSTANDING WHEN CONTACT

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

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: 1 Professional: 1

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? VERY 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?

TOILET AREA BY WATER ACTIVITIES
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 ACCOMODATION/
TEACHER LOUNGE. ACCESS TO WATER ACTIVITY.
OUTDOOR SPACE FOR FREE TIME.
Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? ALTHOUGH
SUMMER - EXPENSIVE WHEN SO MANY BEDS IN
LUDLOW.
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?
UNEASY WITH MAIN DOOR BEING LEFT OPEN.

UNDERSTAND OLD PROPERTY - FLOOR VERY VERY
NOISY.
Where did you hear of Manor Adventure? SUGGESTION FROM OTHER SCHOOL

What were the reasons for choosing Manor Adventure? LOCATION, BARGAIN
SPECIAL OFFER

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!



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✓ 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 du Broutel



Le Château de Warsy

