

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: 3rd - 5th July
NAME OF ACCOMMODATION: The 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:

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? 1

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

Went over and beyond upon arrival, supported with off loading (Rodrey)

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1 (very clean)

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? Not at all -

Standard of cleanliness / tidiness? (teacher & pupil) - Everything was excellent.

teacher rooms were great too.

Standard of Furnishing? → Excellent

SECTION 4: Catering / Meals

Were the meals of an adequate standard? We enjoyed a choice of variety available, catering of various dietary food, high quality

Was there enough to eat? More than enough.

Was the food served promptly? 100%

Were all dietary requirements catered for? 100%

How do you rate the packed lunches? NA

Any other comments? The staff from catering were very friendly and the food is of high quality.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Site manager did.

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1 - Best instructors we have seen since doing residentials, abs. brilliant.

How do you rate the outdoor pursuits? - We did kayaking/canoeing and instructors for our session were super with accom. reluctant child.

How do you rate the outdoor pursuit equipment? high quality.

What were your pupil's favourite outdoor pursuits? kayaking, axe throwing
infact they enjoyed everything

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

Jacobs ladder.

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

Have better wifi would be helpful especially when our school is 3-4 hours away.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything and kids loved it*

Which aspect of your stay was least enjoyed? *wifi*

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?
.....
.....

Where did you hear of Manor Adventure? *Internet*

What were the reasons for choosing Manor Adventure? *facilities offer, location - contrasting to our local area of urban security*

Which centre did you visit last year? *—*

What other visits does your school organise? *—*

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:



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

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

