

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: 26-28TH JUNE
NAME OF ACCOMMODATION: THE BARN

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? LOTS OF INFORMATION - THERE WAS NOTHING WE COULDN'T FIND

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? VERY GOOD

Customer Services (Bookings, payments, support)? GOOD

Operations (Rooming, outdoor pursuit programmes, support)? VERY GOOD

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: GOOD

Room Allocation: VERY GOOD Introductory Talk: VERY GOOD

SECTION 3: Centre Facilities

Pupil Accommodation ACCEPTABLE Teacher Accommodation: GOOD

Washing & Toilet Facilities: ACCEPTABLE Cleanliness / Hygiene: ACCEPTABLE

The Grounds: GOOD

Were there any accommodation problems? NO SOAP IN PUPILS ROOMS

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? SOFA NEEDS REPLACING (TEACHER) TOWEL HOOKS IN BATHROOM NEEDED (TEACHER) CHILDREN REPORTED BEDS WERE HARD

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES -> CHILDREN DID ASK FOR CHIPS WITH BBQ

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments?

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: VERY Professional: VERY

Were the Instructors motivating / clear / enthusiastic? MOSTLY

How do you rate the outdoor pursuits? GOOD

How do you rate the outdoor pursuit equipment? GOOD - RIFLE GLASSES COULD DO WITH REPLACING

What were your pupil's favourite outdoor pursuits? UNDERGROUND MARE, ZIP WIRE, BLIND TRAIL, ABSEILING

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

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

SOME INSTRUCTORS NOT AS PROMPT AS OTHERS TO GET ACTIVITY STARTED ENGAGEMENT WAS LOST AT TIMES IN ARCHERY - NO GAMES PLAYED

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES

Which aspect of your stay was least enjoyed? LACK OF PRIVATE SHOWERS / ADDITIONAL SHOWERS IN ROOMS

How do you rate the overall product on a value for money basis? BECOMING EXPENSIVE FOR FAMILIES TO AFFORD

Will you be considering a further visit with Manor Adventure? PROBABLY

Have you any further general comments which you feel would be useful to us?
TOILETS WOULD BE USEFUL BY RIFLES / KAYAKING
IMPROVED APIL BATHROOMS

Where did you hear of Manor Adventure? VISITED PREVIOUSLY

What were the reasons for choosing Manor Adventure? NUMBER OF ACTIVITIES PROVIDED IN THE TIME FRIENDLY STAFF VARIETY OF FOOD

Which centre did you visit last year? CULMINGTON

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

