

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: 10th - 14th JUNE 2024
NAME OF ACCOMMODATION: THE 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? N/A

If you had a visit from one of our School Journey Advisors: N/A

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)? Predominantly fine. One issue

Operations (Rooming, outdoor pursuit programmes, support)? that was resolved.

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 3 Would have been good to have adults on tour of site too. Fire Drill: 3

Room Allocation: 3 Staff didn't know what children had been told (eg boat room) Introductory Talk: 3

SECTION 3: Centre Facilities

Pupil Accommodation 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 1 for adult areas. 2 for children.

Would be lovely to have a few seats on landing area for adults to sit when the class meet on that landing.

Wifi access was intermittent at best; non-existent at some points. It wasn't particularly helpful when trying to email photos back to school or receive messages or emails.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2 great variety and decent quality. Kefta + pulled pork actually had flavour! Good to have choices + cooked breakfast.

Was there enough to eat? 1 One child said it was their favourite thing about the trip! Fruit always available.

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? 1 Well organised and generous. We were surprised at how good quality the ham was.

Any other comments? Would be preferable to have assigned tables and/or a member of staff organising. Current system relies on school staff monitoring and ensuring children are all fit; this did not always happen.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? No

How do you rate the Centre Staff / Instructors? Kate was amazing; our children loved her. Exceptional. Lauren sorted the water polo

Helpful: 1 Seb was good Professional: 1 issue smoothly and efficiently.

Were the Instructors motivating / clear / enthusiastic? 1 Karl was kind and patient on zip wire; helped all go down.

Drew was calm, patient and had a lovely manner. Nathaniel was warm and professional.

Jamie + Charlie were lovely.

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? zip wire; ICS; rifles, aeroball,

bivi, low ropes.

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

quad bikes.

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

Water polo was just too cold.

Better changing facilities at the pond for canoeing / kayaking.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The variety - the fact that we could do activities at the centre and also go out*

Which aspect of your stay was least enjoyed? *The manor being shared with a school who weren't very respectful*

How do you rate the overall product on a value for money basis? *2*

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?
Front door of manor should be shut by manor staff at night

Where did you hear of Manor Adventure? *The internet*

What were the reasons for choosing Manor Adventure? *Location and ability to have activities and days out*

Which centre did you visit last year? *Edmond Hall*

What other visits does your school organise? *Burwell house 3 night stay for Y5 other day trips for all year groups*

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:



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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

