

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: 7-10 JUNE 2024
NAME OF ACCOMMODATION: 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? Did not use website as frequent visitors

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? Timely + excellent

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Good - some children did not know where drying rooms/session to let's were

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Very good

The Grounds: Excellent

Were there any accommodation problems? None

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

Standard of Furnishing? Teacher staff room + bedrooms are excellent. Student accommodation is what it needs to be!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - much more knowledgeable and attentive this year than previous years

How do you rate the packed lunches? N/A

Any other comments? Excellent food and there were no complaints from the children so it must be good. The only thing that would make life easier is having better water fountains for bottle filling.

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: Excellent Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Yes. Instructors were great.

Katie, Bailey, Dave, Andy, Ellie, Charlie, Kyle, Drew, Nat, Shai

How do you rate the outdoor pursuits?

Excellent

How do you rate the outdoor pursuit equipment?

Excellent

What were your pupil's favourite outdoor pursuits? They each had their preference and everything was mentioned!

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

No

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything was as expected.*

Which aspect of your stay was least enjoyed? *great!*
No complaints from us 😊

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

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?
keep doing what you do! This weekend provides our children with such memorable experiences.

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure?
Close proximity to school. Range of activities. Value for money.

Which centre did you visit last year? *Culmington*

What other visits does your school organise? *Range of local visits.*

Thank you for having us. 😊

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

