

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

SCHOOL: ..
CENTRE: ...CULMINGTON MANOR..... DATES: 17.6.24 - 21.6.24
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 ?

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?

Customer Services (Bookings, payments, support)?very good excellent.....

Operations (Rooming, outdoor pursuit programmes, support)?very good.....

Preview visit to the centre? ...N/A.....

SECTION 2: Arrivals

General Welcome: ...good 3..... Fire Drill: ...good 3.....

Room Allocation: ...good 3..... Introductory Talk: ...good 3.....

SECTION 3: Centre Facilities

Pupil Accommodationgood 3 comfortable..... Teacher Accommodation: ...3.....

Washing & Toilet Facilities: 3..... Cleanliness / Hygiene: 3.....

The Grounds: 2.....

Were there any accommodation problems? ...lack of lighting in the staff accommodation,.....

.....moss in the rooms and mattress protectors.....

Standard of cleanliness / tidiness? (teacher & pupil) ...good.....

Standard of Furnishing? good.....

SECTION 4: Catering / Meals

Were the meals of an adequate standard? ...the pupils found the food was really good.....

Was there enough to eat? ...portion were of a good standard but many pupils still felt hungry after the barbecue.....

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? ...continental breakfast choice for at least one or two mornings.....

SECTION 5: Centre Staff & Outdoor Pursuits

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

...YES - extremely helpful !.....

How do you rate the Centre Staff / Instructors?

Helpful: ...very good 2..... Professional: ...very good 2.....

Were the Instructors motivating / clear / enthusiastic? ...Most were very motivating and extremely enthusiastic, especially Shay, Carter, Katie but overall the majority were really good.....

How do you rate the outdoor pursuits? ...very good but depends on the instructor.....

How do you rate the outdoor pursuit equipment? ...very good.....

What were your pupil's favourite outdoor pursuits? ...Hes, high ropes, abseiling and canoeing and kayaking were all popular with the pupils.....

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?

...Manor Olympics: the 'slug' relay takes far too long and event very quickly become disengaged.....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the opportunity to try new experiences*

Which aspect of your stay was least enjoyed? *MANOR OLYMPICS activities lacked pace and did not engage the children*

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?

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *PREVIOUS VISITS*

Which centre did you visit last year? *CULMINGTON MANOR*

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:



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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

