

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: 3.6.24 - 7.6.24
NAME OF ACCOMMODATION: Woodland Village

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? very good 2

Operations (Rooming, outdoor pursuit programmes, support)? very good 2

Preview visit to the centre? 2 - no kids onsite during visit to see how it worked

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 1 lots of space

Were there any accommodation problems? heating, shower W/O some heaters really hot / some not coming on

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

hand soap in pupil bathrooms would be great

Standard of Furnishing? teacher - 2 pupils 4 some shelves / drawers would be helpful
clocks would be amazing!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2 - good range / lots of options

Was there enough to eat? yes

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? rolls / bread for people to make sandwiches available at lunch

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? yes
Some children were particularly targeted by instructors with jokes

How do you rate the Centre Staff / Instructors? 1
Need to be aware of some jokes / comments being made to children that can come across as rude

Were the Instructors motivating / clear / enthusiastic? 2

How do you rate the outdoor pursuits? 1 some inconsistency with how many times children get to do something or an activity between different groups

How do you rate the outdoor pursuit equipment? 2 new arrows would help the kids with archery

What were your pupil's favourite outdoor pursuits? zipline abseiling hill walk orienteering

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? It was a shame the swimming pool wasn't ready to use but understand why!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *woodland village accom
and having our own space*

Which aspect of your stay was least enjoyed? *initiative exercises, disco*

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

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?
*Great that the duty manager has ^{checked} always in each day
Kial was great with a pupil with additional needs and went
above and beyond to support him*

Where did you hear of Manor Adventure? *Member of staff's child's trip*

What were the reasons for choosing Manor Adventure?
*We wanted a more outdoors experience than the
PGL we attended last year*

Which centre did you visit last year? *PGL Marham's Hill*

What other visits does your school organise? *none*

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

