

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

SCHOOL: RTY LEADER: P
CENTRE: Culmington Manor DATES: 10th June - 14th June 2024
NAME OF ACCOMMODATION: The Lodge

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? The website is informative. A sample menu would be helpful for concerned parents.

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: (2)

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

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A we visited the previous year.

SECTION 2: Arrivals

General Welcome: (2) Fire Drill: N/A (2)

Room Allocation: (2) Introductory Talk: (2)

SECTION 3: Centre Facilities

Pupil Accommodation: (2) Teacher Accommodation: (3) Requires strong wifi.

Washing & Toilet Facilities: (3) Cleanliness / Hygiene: (3)

The Grounds: (2)

Were there any accommodation problems? The Lodge was very cold and some rooms ~~and~~ too. Teacher's lounge would benefit from a

Standard of cleanliness / tidiness? (teacher & pupil) Microwave and coffee machine.

Standard of Furnishing? (2) Generally good but too many cobwebs in the teacher's room.

wifi is too weak for teachers to work in the evening.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? (3) meats and vegetables are overcooked.

Was there enough to eat? (3)

Was the food served promptly? (2)

Were all dietary requirements catered for? (2)

How do you rate the packed lunches? N/A

Any other comments? Children should be permitted to have a second helping if they wish and their teacher approves. Children's appetites vary and it is not helpful for a child can only have half a slice of toast when they need more. The dining room is far too small. Cutlery is not always clean.

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: (2) Professional: (2)

Were the Instructors motivating / clear / enthusiastic? (2) But only two of the instructors asked to see our epipens and inhalers.

How do you rate the outdoor pursuits? (2)

How do you rate the outdoor pursuit equipment? (2)

What were your pupil's favourite outdoor pursuits? Zip wire, rifles, Jacob's ladder, kayaking/canoeing, and the high ropes.

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

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? *The activities.*

Which aspect of your stay was least enjoyed? *the accomodation was far too cold. Particularly the bedrooms.*

How do you rate the overall product on a value for money basis? *We are a small group of 25 and so the cost per person is too high for parents.*

Will you be considering a further visit with Manor Adventure?

Yes, we visit annually but want to see the improvements

Have you any further general comments which you feel would be useful to us? *mentioned.*

Where did you hear of Manor Adventure? *Prior visits.*

What were the reasons for choosing Manor Adventure? *Contained site with a variety of activities. Enthusiastic instructors.*

Which centre did you visit last year? *Culmington Manor. this is our 5th year*

What other visits does your school organise? *Manor Adventure - Chateau Broutel in France annually.*

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: *N/A* Name: *N/A*

Address: Address:

*manor
adventure*

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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

