

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

SCHOOL: T PARTY LEADER: y
CENTRE: Culmington Manor DATES: 19th - 21st June 2024
NAME OF ACCOMMODATION: The Barn

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:

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)? 2

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

Preview visit to the centre? 1 - Jacqui, Christina and I were very grateful the time taken to show us around. I found it particularly reassuring.

SECTION 2: Arrivals

General Welcome: 1 -> we appreciate how you accommodated our early arrival Fire Drill: 2 - It was great for the children but I don't feel it was well explained to the adults. We didn't know where to go.

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? Yes, I am concerned that the children didn't have hand soap. I would bring it from school had I known. It would be useful to have hooks on the adult bathroom doors.

Standard of cleanliness / tidiness? (teacher & pupil) 1

.....

Standard of Furnishing? 2

.....

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 - On bbq nights we are grateful our children were given seconds. (It was not needed but made the children feel very happy.

Was there enough to eat? Yes - 1

.....

Was the food served promptly? 1

.....

Were all dietary requirements catered for? Yes - 1

.....

How do you rate the packed lunches? N/A

.....

Any other comments? On breakfast day 1 it was not made clear to the children that they could take slices of toast. When the children asked afterwards they were told they could not have them, I immediately went up and asked was able to take as many slices as they needed.

.....

.....

.....

.....

.....

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes - He made us feel very welcome and safe.

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Yes - all three qualities

.....

How do you rate the outdoor pursuits? 1 - Although I was concerned about the safety of the blind trail at times eg a couple of the child bumped their head as they slide out of the tyre onto the ramp. The

How do you rate the outdoor pursuit equipment? helmets did their job.

1

.....

What were your pupil's favourite outdoor pursuits? Underground Maze

.....

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

.....

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

An opportunity to cycle around the grounds possibly.

.....

.....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The evening walk*

Which aspect of your stay was least enjoyed? *Crossing the main road*

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, we have already booked our visit for next year.*

Have you any further general comments which you feel would be useful to us?
It would be helpful with children who have needs if the instructors are giving the groups of children the same messages eg one group were told they could wear t-shirts and one group was told to wear long sleeves. This can make behaviour management harder to the school teachers

Where did you hear of Manor Adventure?
Our teacher had researched it two years ago.

What were the reasons for choosing Manor Adventure?
The staff and children enjoyed it so much last year.

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise?

It would be helpful if we could sit in school groups in the dining hall, some of your children lacked confidence to approach others to sit down

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:

Address:

*A special thank you to
Carl, Dave & Mimi -*



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

