

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

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: CULLMINGTON DATES: 5th-8th APRIL

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

Did you find the brochure accurate and informative? N/A

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: V. GOOD Fire Drill: V. GOOD

Room Allocation: V. GOOD Introductory Talk: V. GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: V. GOOD Teacher Accommodation: V. GOOD

Washing & Toilet Facilities: V. GOOD Cleanliness / Hygiene: V. GOOD

The Grounds: V. GOOD Catering: V. GOOD

Were there any accommodation problems? NO

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

Standard of Furnishing? GOOD

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? PLENTRY

Was the food served promptly? YES

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? N/A

Any other comments? Could do with some indoor toilets downstairs

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Exc Professional: Exc

Which Instructors were motivating / clear / enthusiastic?

..... SOME MORE MOTIVATING THAN OTHER BUT
GENERALLY V. GOOD.

How do you rate the outdoor pursuits? V. GOOD

How do you rate the outdoor pursuit equipment?
V. GOOD

What were your pupil's favourite outdoor pursuits? MAZE, RIFLES, CLIMBING

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *ALL*

Which aspect of your stay was least enjoyed? *NONE*

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

V. GOOD

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?

WiFi is a problem, not able to pick it up in Manor Hse. TP link connects but not to internet. Signal weak even within grounds

Where did you hear of Manor Adventure? *Repeat visitors*

What were the reasons for choosing Manor Adventure? *Number of activities + value for money*

Which centre did you visit last year? *Abernant / Culmington*

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: *N/A*

Name:

Address:

Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com