

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: Culmington DATES: 8 - 10 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? Yes

How could we improve our website, www.manoradventure.com?
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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: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Very muddy Catering: Excellent

Were there any accommodation problems? Manor bedrooms very warm

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

Standard of Furnishing? Adequate

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? More than enough

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes the chef was very accommodating + helpful

How do you rate the packed lunches? N/A

Any other comments? Food of a high standard

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

All of them

How do you rate the outdoor pursuits? Good

How do you rate the outdoor pursuit equipment? Not enough equipment for fencing

What were your pupil's favourite outdoor pursuits? Obstacle Course, Rifle shooting

Are there any new outdoor pursuits you would like Manor Adventure to offer? Pony Trekking?

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

In evening walk, staff should escort groups back to centre zonis courts. We were left as soon as back on site and didn't know where to go hit were around L. Area

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? All of it

Which aspect of your stay was least enjoyed? No ensuite facilities in all teachers rooms.

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

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? Flyer through park.

What were the reasons for choosing Manor Adventure? Excellent value for money; high quality activities. Good location. Well organised.

Which centre did you visit last year? Culmington.

What other visits does your school organise? Yr 6 - Dal Y Moch.

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:

manor adventure

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