

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: Craven Arms Sports DATES: 8/4 TO 12/4
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

Did you find the brochure accurate and informative? N/A 1

How could we improve our website, www.manoradventure.com?

Good Website

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Room W1 shower cold

throughout the week

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

has been superb

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1 (although first 3 days the queues were v. long meaning children were rushed for activity)

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Superb standards again

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Leanne was super. Harry enthusiastic. Spadler Ben & Gemant on high ropes

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? High ropes, confidence course

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

Fishing

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

1

SECTION 6: Overall Assessment

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

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

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure?

..... *Definitely - already booked*

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

..... *Buy more trays for kitchen. The man was lovely but under a lot of pressure.*

..... *BETTER WIFI*

Where did you hear of Manor Adventure? *Been before.*

What were the reasons for choosing Manor Adventure? *As above*

Which centre did you visit last year? *Same*

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: Name:

Address: Address:

.....

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manor adventure

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