

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: CUMMINGTON DATES: 4-6 Feb 2019

NAME OF ACCOMMODATION: MANOR

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? (1)

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? (1) superb

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: (2) Teacher Accommodation: (1)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (1)

The Grounds: (2) Catering: (1)

Were there any accommodation problems? No

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

Standard of Furnishing? (1)

**SECTION 4: Meals**

Were the meals of an adequate standard? superb

Was there enough to eat? Plentiful

Was the food served promptly? AS EFFICIENTLY AS POSSIBLE

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Bonus - NO HYPER KIDS, NEGATIVE - ACCESS TO DRINKS  
Any other comments? WITH NO VENDING MACHINES

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: (2) Professional: (2)

Which Instructors were motivating / clear / enthusiastic?

How do you rate the outdoor pursuits? GOOD

How do you rate the outdoor pursuit equipment? superb

What were your pupil's favourite outdoor pursuits? Abseil

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
INSUFFICIENT LIGHTING - ABSEIL WHILE PUTTING ON HARNESSES,  
UPPER CLIMBING TOWER - LODGE SIDE + ROUTE DOWN TO BOTTOM.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? food

Which aspect of your stay was least enjoyed? mud

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

Will you be considering a further visit with Manor Adventure? YES, BUT NOT ME

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

Where did you hear of Manor Adventure? YEARS of use

What were the reasons for choosing Manor Adventure? FOOD, STAFF ACCOMMODATION, ACTIVITIES ALL ON SITE

Which centre did you visit last year? MALVERN

What other visits does your school organise? GERMANY

**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: [redacted] Name: .....

Address: [redacted] Address: .....

[redacted] .....

[redacted] .....

[redacted] .....

- new Party leader for this trip. JW in contact.

**manor adventure**