

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 manor DATES: 13/2 - 15/2

NAME OF ACCOMMODATION:

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? 1

How professional was the Presentation Evening? 1

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? 1

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: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

L3 - no light. Taps too powerful in showers - causes water to go everywhere.

Standard of cleanliness / tidiness? (teacher & pupil)

P - 1 T - 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? —

Any other comments? —

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

..... Curtis, Ross, Travis

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Abretiling, rifle shooting,

..... fishing, a-course

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? *Activities were fantastic and most importantly, children had a great time-*
Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Yes - already booked!*

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

Hint: for bath towels

Where did you hear of Manor Adventure? *Initial invite 90s*

What were the reasons for choosing Manor Adventure? *Over the years, children have continued to enjoy visiting Culmington.*

Which centre did you visit last year? *Here - Culmington*

What other visits does your school organise? *No other adventures holidays*

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