

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: 20 - 22 Feb 2019  
NAME OF ACCOMMODATION: The 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? Did not use

How could we improve our website, www.manoradventure.com?  
Did not use

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)? Excellent

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

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

**SECTION 3: Centre Facilities:**

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) Very clean and tidy.

Standard of Furnishing? very polite cleaner and the guy who scrapes the dishes is lovely to staff & children

Very good!

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes - Excellent. Thank you

for letting our children refill on juice/water, as we were the only school here.

Was there enough to eat? Good Choice of meals, however

Some meal choices ran out ~~after~~ early so some children were left disappointed on a few occasions

Was the food served promptly? Excellent

meals choices should have been available for all our school regardless of us being the only school here.

Were all dietary requirements catered for? (Beef burgers in bag / bread in hole)

Yes - chef went out of his way to make nuggets for our fussy eaters.

How do you rate the packed lunches? N/A

Any other comments? It was very kind to let children

go for seconds at the end of the servings.

Also good to see the instructors waiting for all children to be served prior to eating themselves


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

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic? Josh was very funny

Sam was great in the obstacle <sup>great with the children</sup> letting us

wet our children! - Travis <sup>x2 (both Travis's)</sup> were very popular 

- Curtis <sup>x2</sup> with the children also

How do you rate the outdoor pursuits? Very Good

How do you rate the outdoor pursuit equipment? Zip wire has been

missed by our children this year.

What were your pupil's favourite outdoor pursuits? Obstacle, Evening

walk as the weather was fab! Lovely full moon

and very knowledgeable instructors.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Zip wire back.

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? Quality of instructors and activities on offer.

Which aspect of your stay was least enjoyed? All aspects were great!

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

Will you be considering a further visit with Manor Adventure? yes -

Thank you to all for a very enjoyable stay once again 😊

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

\* The way that most instructors have a great rapport with the children really does make their visit a memorable one - I'm sure ~~that~~ they will have many memories from their visit.

Where did you hear of Manor Adventure? visited for a number of years.

What were the reasons for choosing Manor Adventure? Previous excellent experiences.

Which centre did you visit last year? you! 😊

What other visits does your school organise? Glan Llyn - Welsh Residential for (Y5) (County organised)

**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: .....  
Address: .....  
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**manor adventure**