

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: 4/3/19 - 8/3/19

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? Yes

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

N/A

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)? Very Good

Operations (Rooming, outdoor pursuit programmes, support)? Very Good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Very friendly Fire Drill: Quick & effective

Room Allocation: Good Introductory Talk: Very Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Very Good Teacher Accommodation: Very Good

Washing & Toilet Facilities: Very Good Cleanliness / Hygiene: Very Good

The Grounds: Fantastic ① Catering: Very Good

Were there any accommodation problems? Blocked sink & leaking toilet in pupil room fixed promptly

Standard of cleanliness / tidiness? (teacher & pupil) Rooms were clean & tidy on arrival. ~~Staff~~ Cleaning staff very friendly & helpful

Standard of Furnishing? Good, although we missed the second sofa in the teacher lounge

SECTION 4: Meals

Were the meals of an adequate standard? ... Great variety & generous portions

Was there enough to eat? ... Yes - more than enough

Was the food served promptly? ... Very quick & effective service

Were all dietary requirements catered for? ... N/A

How do you rate the packed lunches? ... N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

... All great, professional & enthusiastic

... Ellie wasn't as motivating with IE's group

How do you rate the outdoor pursuits? ... Excellent. Disappointed that

... the zipwire was out of use but enjoyed evening walk alternative

How do you rate the outdoor pursuit equipment? ... Excellent

What were your pupil's favourite outdoor pursuits? ... Wide games, Manor

... Olympics, high ropes

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

... Go carting?

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

... No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *High ropes*

Which aspect of your stay was least enjoyed? *Initiative exercises*

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

Very good value for money

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

booked for next year

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

Mud scrapers for shoes & an outdoor tap by the drying room? See you next year!

Where did you hear of Manor Adventure? *Been visiting for years.*

What were the reasons for choosing Manor Adventure? *Always great facilities, activities, instructors & overall experience of the week.*

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise? *Year 5 3 day trip to Beaudesert.*

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: *N/A* Name: *N/A*

Address: Address:

manor adventure

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