

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* DATES: *8th July - 12th July*
NAME OF ACCOMMODATION: *Manor house*

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? ✓

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

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? *All great - some of activity time / clothing posters on backs of doors were inaccurate.*

Standard of cleanliness / tidiness? (teacher & pupil) *Great*

Standard of Furnishing? *Great.*

SECTION 4: Meals

Were the meals of an adequate standard? *Great. Vegetarian food also had good choices.*

Was there enough to eat? *Plenty.*

Was the food served promptly? *Always.*

Were all dietary requirements catered for? *Yes.*

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

Any other comments? *Choice of and availability of fruit was good.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

James + John, (Jen, Ross - hillwalk) Stephen

John - fencing Darren - blind trail + obstacle Henry Dom

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? *Fencing Rifles Watersports.*

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?

More docks around centre for kids to be independent.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Organisation has been very smooth. Long sessions with break - lots of turns.*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *More expensive than others but worth it.*

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

Have you any further general comments which you feel would be useful to us? *Hillwalk a bit too much for 9-10yo old in hindsight. Could it be scheduled on Sat morning and depart afterwards as kids were exhausted and not so up for afternoon activities.*

Where did you hear of Manor Adventure? *Previous visit to Aberrant.*

What were the reasons for choosing Manor Adventure? *Quality of product.*

Which centre did you visit last year? *Kingwood Staffordshire ☹️*

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:
.....
.....

manor adventure