

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: *5<sup>th</sup> - 7<sup>th</sup> June*

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? ... *Excellent*

How could we improve our website, [www.manoradventure.com](http://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? .....

How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: *Good* Fire Drill: *Very good*

Room Allocation: *Very good* Introductory Talk: *Very good*

### SECTION 3: Centre Facilities:

Pupil Accommodation: *Excellent* Teacher Accommodation: *Very good*

Washing & Toilet Facilities: *Very good* Cleanliness / Hygiene: *Excellent*

The Grounds: *Excellent* Catering: *Excellent*

Were there any accommodation problems? *No*

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

Standard of Furnishing? *Very good*

#### SECTION 4: Meals

Were the meals of an adequate standard? Excellent

Was there enough to eat? Too much! Excellent

Was the food served promptly? Excellent

Were all dietary requirements catered for? Excellent Superb help with 2 diabetic children having to count carbs!

How do you rate the packed lunches? N/A

Any other comments? We did have a few problems with evening meal and the staff having to stop service due to no seating.

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

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

(Better than ever!  
Amazing with  
our children)

Which Instructors were motivating / clear / enthusiastic?

All of them

How do you rate the outdoor pursuits? Superb!

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Rifles, climbing

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?

When staying in the woodland village, meeting points for rifles and climbing could be at top of hill rather than going down and back up again!

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ...Everything!.....

Which aspect of your stay was least enjoyed? ...The walk up the hill!!.....

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

Will you be considering a further visit with Manor Adventure? ...Yes, already provisionally booked.....

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

...The pack we are sent still states that there is a kuck shop and the prices have increased. We send this to parents so it would be useful if this was updated.....

Where did you hear of Manor Adventure? ...Internet.....

What were the reasons for choosing Manor Adventure? ...I visited and knew it would be perfect for our children.....

Which centre did you visit last year? ...Culmington.....

What other visits does your school organise? ...N/A.....

## 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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com