

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: 28/6/19 - 1/7/19  
NAME OF ACCOMMODATION: The Barn

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? ..... N/A

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)? ..... 1

Operations (Rooming, outdoor pursuit programmes, support)? ..... 1

Preview visit to the centre? ..... N/A

### SECTION 2: Arrivals

General Welcome: ..... 2 Fire Drill: ..... 2

Room Allocation: ..... 2 Introductory Talk: ..... 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: New bathroom 1  
Room 4th old bathroom 3 Cleanliness / Hygiene: ..... 1/2

The Grounds: ..... 1 Catering: ..... 1

Were there any accommodation problems? Lights in ~~the~~ Teachers' living room  
don't seem to come on and parts of balcony wood looks rotten

Standard of cleanliness / tidiness? (teacher & pupil) ..... 2

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? ...N/A.....

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?

Lucy, Lianne, Anna Asleigh, Shar, Chris, Becca, Harry

How do you rate the outdoor pursuits? .....1.....

How do you rate the outdoor pursuit equipment? ...Archery Targets need replacing.....

What were your pupil's favourite outdoor pursuits? ...High Ropes, Canoe/Kayak, Jacob's Ladder, Rifle shooting, Fencing.....

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?

We would love to see you open a centre in Spain.....

## SECTION 6: Overall Assessment

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

.....

Which aspect of your stay was least enjoyed? *No wine. This was always a nice  
welcoming touch - even if we never opened it and ended up taking it home with us.*

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

.....

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?

*\* See last answer on Section 5.*

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

What were the reasons for choosing Manor Adventure? *We've been coming  
here for years and it has never disappointed.*

.....

Which centre did you visit last year? *This one*

What other visits does your school organise? *local trips around Shropport  
and Y5 residential at Castleton*

.....

## 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**

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