

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: MANOR ADVENTURE DATES: 24.6.19 to 28.6.19

NAME OF ACCOMMODATION: MEWS and BARN - CULMINGTON 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? N/A

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

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: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? some of the key and locker
were difficult to open for the children (M9 and M5)

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? Much better now that there are not the large cakes and brownies for dessert.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 3

Rob and Owen (instructors) were very supportive and encouraging with the children they've worked with in their sessions

Which Instructors were motivating / clear / enthusiastic?

Some instructors were doing an activity for the first time so were unsure what to do - reading the handbook was not always clear with instructions

How do you rate the outdoor pursuits? overall good but need to ensure our a good knowledge of some of the activities they are leading.

How do you rate the outdoor pursuit equipment? On a number of activities

there was insufficient equipment for some groups - high ropes, fencing, blind trail, archery

What were your pupil's favourite outdoor pursuits?

high ropes, canyoning and kayaking, abseiling and climbing

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

include some activities as part of the package rather than as additional extra activities which are priced individually.

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

ensure there is sufficient equipment for the number of children in a given group and left-handed equipment if required for some activities.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the children really enjoyed the more hazardous pursuits*

Which aspect of your stay was least enjoyed? *Some of the activities booked were unavailable due to maintenance and others had insufficient equipment for all the children to participate at the same time.*
How do you rate the overall product on a value for money basis? *3*

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?

Where did you hear of Manor Adventure? *PREVIOUS VISIT*

What were the reasons for choosing Manor Adventure? *PREVIOUS EXPERIENCES*

Which centre did you visit last year? *CULMINGTON MANOR*

What other visits does your school organise? *SWANAGE*

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