

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: .....

CENTRE: *Culmington Manor* DATES: .....

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 *N/A as been before*

Did you find the brochure accurate and informative? *Yes* .....

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

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: *2* .....

Fire Drill: *2* .....

Room Allocation: *2* .....

Introductory Talk: *2* .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: *1* .....

Teacher Accommodation: *2* .....

Washing & Toilet Facilities: *1* .....

Cleanliness / Hygiene: *1* .....

The Grounds: *1* .....

Catering: *2* .....

Were there any accommodation problems? *no - although shower  
in WT did not get warm (teacher room)* .....

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

Standard of Furnishing? *3 - teacher lounge furniture* .....

*seems less than before - would be nice  
to have 2 sofas*

**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 - but menu

provided for diabetic was inaccurate as puddings / cakes on list were not always available.

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?

Yes

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? high ropes

kayaking / canoeing / hill walk

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?

-

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *all of it.*

Which aspect of your stay was least enjoyed? *The removal of  
teacher wine.*

How do you rate the overall product on a value for money basis? *2*

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? *been for many years*

What were the reasons for choosing Manor Adventure? *location, safety, organisation, enjoyment.*

Which centre did you visit last year? *this one.*

What other visits does your school organise? *no other residential  
stays.*

**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: .....

.....

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**manor adventure**