

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: 10-14th June
NAME OF ACCOMMODATION: Mews

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 it would be great to know about changes from previous years e.g. vending machines
Did you find the brochure accurate and informative? yes

How could we improve our website, www.manoradventure.com?
as above

If you had a visit from one of our School Journey Advisors: N/A
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)? great
Operations (Rooming, outdoor pursuit programmes, support)? great
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: lovely (1) Fire Drill: fine (1)
Room Allocation: great (1) Introductory Talk: fab (1)

SECTION 3: Centre Facilities:

Pupil Accommodation: (1) Teacher Accommodation: (2) dodgy upstairs showers
Washing & Toilet Facilities: (2) showers Cleanliness / Hygiene: (1)
The Grounds: (1) Catering: (1)

Were there any accommodation problems? mat for wet feet
coat hooks would be ideal


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

Standard of Furnishing? okay furniture getting a bit tired

SECTION 4: Meals

Were the meals of an adequate standard? *yes - great ①*

Was there enough to eat? *plenty! ①*

Was the food served promptly? *yes ① super speedy*


Were all dietary requirements catered for? *yes - some days*

might benefit from x1 plainer option e.g. packet potato

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

Any other comments? *soup not overly filling in*

comparison to other days. We miss lunch time puddings

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *①* Professional: *①*

Which Instructors were motivating / clear / enthusiastic? *① very knowledgeable*

sometimes explanations a little wordy

"so it is that okay" "do you understand?"

How do you rate the outdoor pursuits? *good ① challenging*

How do you rate the outdoor pursuit equipment? *bit wiffy*

sometimes lots of chdn had to share

bit broken e.g. blind goggles, lights for moose

What were your pupil's favourite outdoor pursuits? *high ropes, abseil, canoe, kayak, crates*

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

an evening campfire - shmores, songs etc, quad biking, go-kart

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? *hill walk*

Which aspect of your stay was least enjoyed? *lack of ^{undercover} communal area (weather highlighted this)*

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

Will you be considering a further visit with Manor Adventure? *we'll be back in October ☺*

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

providing an undercover area for hot/wet weather

Where did you hear of Manor Adventure? *recurring school visit*

What were the reasons for choosing Manor Adventure? *prior experience*

Which centre did you visit last year? *same*

What other visits does your school organise? *Upton court, Oakwood*

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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