

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: 20.3.19 - 22-3.19

NAME OF ACCOMMODATION: MANOR HOUSE

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? Yes

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

360° Tour

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? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? Yes heating on

throughout - very warm on evening - spoke to Manor said 'put on maintenance'

Standard of cleanliness / tidiness? (teacher & pupil)

Rooms clean and tidy

Standard of Furnishing? Good

disabled access however

Be good to have signposts to teacher rooms to help children! Teacher rooms far from children - difficult to hear if possible

SECTION 4: Meals

Were the meals of an adequate standard? Yes..... Great range.....
for all.....

Was there enough to eat? Yes plenty.....

Was the food served promptly? Yes..... Very good service.....

Were all dietary requirements catered for? Yes.....

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

Any other comments? Clean, tidy eating area and
erving area. Staff very kind, polite and
helpful. Clearing area very effective - Sean
is fantastic - very helpful.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1..... Professional: 1.....

Which Instructors were motivating / clear / enthusiastic?

Leanne, Sam, Jamie, Travis, Josh.....

Professional.....

How do you rate the outdoor pursuits? 1..... (One session of
film + video studies no camera due to battery
told at the end of the session - very disappointed)

How do you rate the outdoor pursuit equipment? 1.....

Thorough first aid.....

What were your pupil's favourite outdoor pursuits? climbing, blind
trail, canoeing + kayaking.....

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

(Zip wire when working)..... Leap of faith..... Walk to
quad biking..... campfire.....

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

wheelchair access to activity. Great support
when doing activity......
↓ Path?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Overall experience - well planned, calm, enjoyable.

Which aspect of your stay was least enjoyed? Hot rooms. Poor wifi.

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

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?

Great centre - very impressed.

Store check room - great idea - useful.

Be good to have on site shop with more souvenirs as our pupils love buying keepsakes.

Where did you hear of Manor Adventure? Other schools.

What were the reasons for choosing Manor Adventure?

Good facilities. Good value for money.

Distance.

Which centre did you visit last year? N/A

What other visits does your school organise? Previously PGL Osmington Bay.

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

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