

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: 17TH and 19TH MAY 2019

NAME OF ACCOMMODATION: THE BARN (B1, B4 and M9).....

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?

NOT SEEN RECENTLY.....

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)? ..EXCELLENT.....

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

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

SECTION 2: Arrivals

General Welcome: ..EXCELLENT..... Fire Drill: ..EXCELLENT.....

Room Allocation: EXCELLENT..... Introductory Talk: ..EXCELLENT.....

SECTION 3: Centre Facilities:

Pupil Accommodation: ..VERY GOOD..... Teacher Accommodation: VERY GOOD

Washing & Toilet Facilities: VERY GOOD..... Cleanliness / Hygiene: ..VERY GOOD

The Grounds: GOOD..... Catering: ..VERY GOOD.....

(some maintenance issues: fences, weeds, gates)

Were there any accommodation problems? ..

NO HOT WATER FOR SHOWERS IN ROOM B4.....

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

Standard of Furnishing? GOOD..... SOME OBVIOUS IMPROVEMENTS.....

SECTION 4: Meals

Were the meals of an adequate standard? **YES**.....

Was there enough to eat? **PLENTY!**.....

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? **/**.....

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: **YES**..... Professional: **YES**.....

ALL THE CENTRE STAFF AND INSTRUCTORS ARE VERY GOOD
Which Instructors were motivating / clear / enthusiastic?

**ALL INSTRUCTORS WERE GOOD - PARTICULAR MENTION
TO CHARLOTTE AND CURTIS**.....

How do you rate the outdoor pursuits? **EXCELLENT**.....

How do you rate the outdoor pursuit equipment? **GENERALLY VERY GOOD**.....

What were your pupil's favourite outdoor pursuits? **MAZE, HIGH ROPES
AND CONFIDENCE COURSE**.....

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

PERHAPS A MORE CHALLENGING BLIND TRAIL.....

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? THE PUPILS ALL THOROUGHLY ENJOYED THEIR ACTIVITIES

Which aspect of your stay was least enjoyed? /

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

GOOD 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?

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? LOCATION AND EXCELLENT DIVERSE RANGE OF ACTIVITIES

Which centre did you visit last year? CULMINGTON MANOR

What other visits does your school organise? ANNUAL SKI TRIP TO FRANCE, RESIDENTIAL VISIT TO BEESTON OUTDOOR EDUCATION CENTRE

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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