

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: Cullinstown Manor DATES: 20-24 MAY
NAME OF ACCOMMODATION: THE BARN

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? (2) Yes.

How could we improve our website, www.manoradventure.com?
Prices for different Accommodation

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: (3) Fire Drill: (2)

Room Allocation: (1) Introductory Talk: (2)

SECTION 3: Centre Facilities:

Pupil Accommodation: (2) Teacher Accommodation: (1)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (1)

The Grounds: (1) Catering: (1)

Were there any accommodation problems? TOILET BLOCKAGE IN M9, NOT ENOUGH HOT WATER FOR CHILDREN

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

Standard of Furnishing? (1)

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? YES, DEPENDANT

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? WE ALWAYS GIVE THE FOOD.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

ROE, JOHN, JORDAN, JEN,
HARRY

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? High Ropes.

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

WOODLAND SCRAMBLE; GORGE WALKING

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

SOME ACTIVITIES ARE GETTING TIRED, SUCH
AS OBSTACLE COURSE.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? All.

Which aspect of your stay was least enjoyed? None.

How do you rate the overall product on a value for money basis? Generous
Good, if light activities are picked.

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? Been coming for years.

Which centre did you visit last year? CULMINGTON MANOR

What other visits does your school organise?

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: <u>Mr D. Hutchings</u>	Name:
Address:	Address:
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manor adventure