

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: SHROPSHIRE DATES: 4/10/19 - 6/10/19

NAME OF ACCOMMODATION: THE LODGE

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? N/A

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

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? N/A

**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: 2 Catering: 2

Were there any accommodation problems? No issues - really good.

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

Standard of Furnishing? Fine

**SECTION 4: Meals**

Were the meals of an adequate standard? *Yes ok.*

Was there enough to eat? *Yes 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? *One member of kitchen staff very grumpy with children - otherwise good.*

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

How do you rate the outdoor pursuits? *Good*

How do you rate the outdoor pursuit equipment? *Good*

What were your pupil's favourite outdoor pursuits? *Zip wire, orienteering of course.*

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? *Children really enjoyed themselves as is often the case.*

Which aspect of your stay was least enjoyed? *—*

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

Will you be considering a further visit with Manor Adventure? *Yes - we are annual bookers*

Have you any further general comments which you feel would be useful to us?  
*Years 4-6 visit different centres. We would use Manor for Y3 too if there was a 1 night option but there isn't.*

Where did you hear of Manor Adventure? *Historic bookshop*

What were the reasons for choosing Manor Adventure? *—*

Which centre did you visit last year? *Shropshire, Leckwith, Worsley*

What other visits does your school organise? *See above.*

**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**