

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: CULHINGTON MANOR DATES: 16-18 OCT. 2019

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? NIA

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

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? NIA

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 4

Preview visit to the centre? NIA

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? Door to B4 does not shut properly.

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - lots

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? Dining hall staff were friendly and made the children smile.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Curtis - very helpful with vision impaired pupil Leigh

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? All of them - they loved it!

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

No.

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 activities.

Which aspect of your stay was least enjoyed?

/

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

3.

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? *Previous visit.*

What were the reasons for choosing Manor Adventure? *"/*

Which centre did you visit last year? *SAME CENTRE.*

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: */* Name: */*

Address: Address:

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manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com