

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: 23/9 - 27/9

NAME OF ACCOMMODATION:

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? 3

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?

How did you rate our pre-visit administration?

Pre booking communication wasn't as accurate as it could be eg menus (Jane)

Customer Services (Bookings, payments, support)? 4

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 3

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? N/A: didn't work
..... Consistently, water leak in room 11 + 6

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

Standard of Furnishing? 2

SECTION 4: Meals

We tried to work out in

Were the meals of an adequate standard? advance what our dietary needs' group members could eat but there were extra choices on some days +
Was there enough to eat? not others

portion sizes were huge. on some days limited provision for members with dietary needs was made but staff were
Was the food served promptly? very attentive and helped promptly.
Yes.

Were all dietary requirements catered for? Please see above

How do you rate the packed lunches? 3

Any other comments? water to be an option at meal times
Thank you to kitchen + dining staff for always being attentive and cheerful.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

Seth (very amusing) stuart (fun)
Maria, Jen, Tyler, Michael

How do you rate the outdoor pursuits? 3

How do you rate the outdoor pursuit equipment? 3

What were your pupil's favourite outdoor pursuits? Obstacle course, confidence course.

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

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

Head torches for caving (didn't all work)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Variety of activities.
Hill walk and confidence course / abseiling*

Which aspect of your stay was least enjoyed? *Evening walk, blind
trail and low ropes*

How do you rate the overall product on a value for money basis? *3 → lots
of activities*

Will you be considering a further visit with Manor Adventure? *Yes → already
booked 2020 and 2021*

Have you any further general comments which you feel would be useful to us?

*Thank you for answering our every need,
you have even washed a sleeping bag
for us. The senior staff are so professional
and attentive.*

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Variety,
professionalism, security of centre, facilities,
enthusiasm of instructors*

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:

Name:

Address:

Address:

.....

.....

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY

Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com