

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: 30 Sept - 1st Oct

NAME OF ACCOMMODATION: Woodland Village

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? (1)

How could we improve our website, www.manoradventure.com?
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If you had a visit from one of our School Journey Advisors:

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

How professional was the Presentation Evening?

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?

SECTION 2: Arrivals

General Welcome: (1) Fire Drill: (1)

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

SECTION 3: Centre Facilities:

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

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

The Grounds: (1) Catering: (1) Best food in over 20 years - Amazing!

Were there any accommodation problems? NO
Great not to have the cakes at lunchtime - our children have never eaten so much - Thanks.

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

Standard of Furnishing? Need an extra settee in the teacher's room!

SECTION 4: Meals

Were the meals of an adequate standard? Absolutely fantastic - children & staff loved them.

Was there enough to eat? So much food... Nobody was hungry

Was the food served promptly? Staff so friendly and efficient.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? didn't have one

Any other comments? The best quality tasting food for the past 20 years - compliments to the kitchen staff. All children loved the meals.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

All the instructors we had were great especially those on the higher ropes, confidence course and canoes/kayak.

How do you rate the outdoor pursuits?

Amazing range and level of challenge

How do you rate the outdoor pursuit equipment? Very good (archery targets need changing)

What were your pupil's favourite outdoor pursuits? High ropes, blind trail, confidence course.

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?

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food, range of activities and friendly professional staff.*

Which aspect of your stay was least enjoyed? *Swim was ^{too} slow and too much talk.*

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

Will you be considering a further visit with Manor Adventure? *Already booked for 2020*

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

Timings are tricky - 15 mins breaks are not long enough if you are in One Woodland Village. Lunchtime is too long.

Where did you hear of Manor Adventure? *Been coming since it opened.*

What were the reasons for choosing Manor Adventure? *Range of activities and excellent staff.*

Which centre did you visit last year? *Duke's Barn in Beoley, Derbyshire
Castleton UHA.*

What other visits does your school organise?

Too many to list but exciting news is that we are off to Harry Potter World in March 2020!!!

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

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