**PENDARREN HOUSE OUTDOOR EDUCATION CENTRE – FEEDBACK**

Help us to deliver what you need by giving us some feedback.

Include comments on what we did well, things we need to improve, ideas for the future.

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| **House**  | **Annexe**  | **Firs** |
|  |  |  |

Which building did you stay in: Date of Visit

|  |  |  |
| --- | --- | --- |
| 1 | Booking process*Ease of use, timings, options* |  |
| 2 | Journey to Pendarren*Timings, staff, comfort* |  |
| 3 | Arrival and induction |  |
| 4 | Content of activities |  |
| 5 | Delivery of programme by Pendarren instructors |  |
|  | Quality of contracted-out activities*e.g. riding, storyteller* |  |
| 6 | Evening programme |  |
| 7 | Helpfulness of support staff |  |
| 8 | Activity equipment |  |
| 9 | Activity options*Options available*, *venues used* |  |
| 10 | Students accommodation, showers |  |
| 11 | Staff accommodation, showers |  |
| 12 | Food |  |
| 13 | Equal opportunities |  |
| 14 | Health and Safety |  |

PTO

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| --- | --- | --- |
| 15 | Website*Quality, content, ease of use* |  |
| 16 | Marketing*What resources do you need?* |  |
| 17 | Competitors*If you have experience of other providers (please specify) how do we compare?**Why did you choose us?* |  |
| 18 | Contact email (s) if you would like updates on what we are doing at Pendarren, including the Friends of Pendarren and Newsletter. |  |

*Continue comments here. We also welcome any comments regarding your use of Pendarren e.g. what you want from Pendarren, why you use Pendarren.*

Thank you for your comments – we are working to secure continuous improvement.

We hope to see you again soon.