

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: .. PARTY LEADER: ..
CENTRE: DATES: 6th - 8th Dec 2023
NAME OF ACCOMMODATION: THE MEWS

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

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

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

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

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing?

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes! Kids enjoyed them more than school dinners!

Was there enough to eat? Plenty! Good variety and selection

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?

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Kids enjoyed sessions

with The herox, Bailey, Will, Frankie, Joe - all good

How do you rate the outdoor pursuits? 1 with kids and enthusiastic → Skippy

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Rip wire, climbing,

axe throwing, underground maze

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

Campfire for evenings

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

Some sessions took a while and chn struggled

waiting in the cold and rain for their turn

E.g. Archery - only got 7 arrows in the session

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities and food*

Which aspect of your stay was least enjoyed? *The rain!!!*

How do you rate the overall product on a value for money basis? *Great value for money in Dec.*

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?
We appreciate you modifying our program when we arrived late so that children didn't miss out on anything. Thank you!

Where did you hear of Manor Adventure? *Website*

What were the reasons for choosing Manor Adventure? *Other year group at school had been to Willersley Castle*

Which centre did you visit last year? *Woodlands*

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:



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

*Thanks!
We've loved
our stay!*

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

