

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:

NAME OF ACCOMMODATION: *Willesley Castle*

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? *Yes*

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

No, it works well.

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)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *Excellent* Fire Drill: *Very good*

Room Allocation: *Very Good* Introductory Talk: *Very Good*

SECTION 3: Centre Facilities:

Pupil Accommodation: *Very good* Teacher Accommodation: *Very Good*

Washing & Toilet Facilities: *Very good* Cleanliness / Hygiene: *Very Good*

The Grounds: *Excellent* Catering: *Excellent*

Were there any accommodation problems? *When the roof leaked. Some centre*

staff were a bit panicky + thus upset the children. A calmer approach.

Standard of cleanliness / tidiness? (teacher & pupil) *Very good*

Standard of Furnishing? *Very good*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes*

Was there enough to eat? *More than enough*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes*

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

Any other comments? *Huge thanks to Tracy and her team for looking after us*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *Very* Professional: *Very*

Which Instructors were motivating / clear / enthusiastic?

All of them! Really fantastic team.

How do you rate the outdoor pursuits? *Great*

How do you rate the outdoor pursuit equipment? *Great*

What were your pupil's favourite outdoor pursuits? *River tubing, axe throwing, rifle shooting*

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

High ropes

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

A few activities for older pupils

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *River tubing*

Which aspect of your stay was least enjoyed? *Squeaky beds*

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

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?
Fantastic stay, all the children enjoyed themselves

Where did you hear of Manor Adventure? *Used lots of love*

What were the reasons for choosing Manor Adventure? *Impressed with activities & staff on previous visits and so continue to re-book*

Which centre did you visit last year? *Willemsley*

What other visits does your school organise? *Kenya, Iceland, Spain, France, New York, Skiing*

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

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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France