

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: Willersley Castle DATES: 12th - 14th July
NAME OF ACCOMMODATION: Tents

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? NA

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

NA

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

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

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2 - dealt with via office.

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? NA

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: done by us Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1
- sanitary bins not mentioned, missed paper waste bin.

The Grounds: 1 Catering: 1

Were there any accommodation problems? None - very comfortable and clean

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

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Excellent food - children and staff both really enjoyed.

Was there enough to eat? Plenty! Thank you

Was the food served promptly? Very promptly

Were all dietary requirements catered for? Yes - thank you!

How do you rate the packed lunches? NA

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? * Tristan - very helpful
* Reece was really helpful - especially when accommodating changes to timetable
* Tash - enthusiastic & fun
* Molly - kind and helpful

How do you rate the outdoor pursuits? 1 Fun and varied

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? grass sledging, kayaking, axe-throwing

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

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

Instructors could be more involved in whole experience e.g. more forthcoming with expectations and rules for staying in tents/canteen

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Kayaking / canoeing*

Which aspect of your stay was least enjoyed? *Timetable between activities and meal times - particularly on last day*

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

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?

** Some instructors excellent - others need to engage with children on their level.*

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

What were the reasons for choosing Manor Adventure? *Previous visit*

Which centre did you visit last year?

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
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12th - 14th July
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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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