

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: 17-21 JULY

NAME OF ACCOMMODATION: 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

Did you find the brochure accurate and informative? YES

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

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? /

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? 10 in one room with only one shower is too much

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches?

Any other comments? Excellent & wonderful staff who were very accommodating. Eat lunch at 1:10 then need later slot for dinner.

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 of them

How do you rate the outdoor pursuits? Some activities were a bit tame for yr 9 children. Grass sledging/aeroball combined was good - could do that with some others.

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? High Ropes, Tubing, caving

Are there any new outdoor pursuits you would like Manor Adventure to offer? High Ropes, Abseiling, caving

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

Adapting activities for age & ability of pupils; race for grass sledging, longer caving (more challenging - races, go further, ticks on course - like last yr) Relax H&S rules; hi-vis, 4 road compliance, shoes or when not taking part)

Wax into Matlock Bath - do as one activity in afternoon when Volleyball - no activity as do at school.
Ships open.
Archery - move further away, more competitive, use balloons

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staff, Attention to detail, recognising children wanted evening snack, very accomodating*

Which aspect of your stay was least enjoyed? *Health + safety rules adhered to - none for primary pupils*

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

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?
Thanks for everything. A wonderful way to spend 5 days!

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Walesley*

What other visits does your school organise? *ski, disneyland, DofE, french exchange, london, camping, Hultop for PP pupils, Iceland, Berlin*

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