

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: Willesley Castle DATES: 17<sup>th</sup> - 19<sup>th</sup> July

NAME OF ACCOMMODATION: 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 ①

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

Just Willesley and not all manor adventures so children and parents know exactly what's at Willesley.  
If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? .....

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

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: ③ Teacher Accommodation: ①

Washing & Toilet Facilities: ③ Cleanliness / Hygiene: ②

The Grounds: ① Catering: ①

Were there any accommodation problems? Can you oil the beds?

They make a lot of noise

Standard of cleanliness / tidiness? (teacher & pupil) ②

Standard of Furnishing? ②

### SECTION 4: Meals

Were the meals of an adequate standard? Meals were fantastic.

Greats Halal, great dairy free & vegetarian so everyone could eat the same.

Was there enough to eat? Definitely ①

Was the food served promptly? Definitely ①

Were all dietary requirements catered for? Definitely ①

How do you rate the packed lunches? N/A

Staff room snacks and drinks machine are great.

Any other comments? Very helpful staff.

Try not to call pupils young lady and young man as not accurate gender always used.

### 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

How do you rate the outdoor pursuits? ①

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? .....

Zip wire, Aero ball, kayaking.

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

Paddle boards, ~~gor~~ tree top adventure trail.

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

Good that you have a practice then competition makes it fun for children!

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *activities, food,*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *It is expensive*

*for parents to pay but we get a lot of activities*

Will you be considering a further visit with Manor Adventure?

*Yes, already booked.*

Have you any further general comments which you feel would be useful to us?

*Evening entertainment like a quiz.*

*Karaoke*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure?

*Been before.*

Which centre did you visit last year? *Here, Willesley*

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  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

*17<sup>th</sup> - 19<sup>th</sup> July*

# manor adventure

## 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