

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: *15<sup>th</sup> - 17<sup>th</sup> July* .....  
NAME OF ACCOMMODATION: .....

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?

*All is good - students appreciated being able to watch the video*

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? *N/A*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *① Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *① Excellent*

Preview visit to the centre? *① Excellent*

### SECTION 2: Arrivals

General Welcome: *① Excellent* ..... Fire Drill: *① Excellent* .....

Room Allocation: *① Excellent despite numbers* ..... Introductory Talk: *① Excellent* .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: *① Excellent* ..... Teacher Accommodation: *① Amazing!*

Washing & Toilet Facilities: *① Excellent* ..... Cleanliness / Hygiene: *① Excellent*

The Grounds: *① Beautiful* ..... Catering: *① Excellent*

Were there any accommodation problems? *None at all - ②*

Standard of cleanliness / tidiness? (teacher & pupil) *Excellent!*

Standard of Furnishing? *Excellent!*

### SECTION 4: Meals

Were the meals of an adequate standard? *Food was outstanding!*

*We were all very well-fed and the food was delicious*

Was there enough to eat? *Absolutely!*

Was the food served promptly? *Most occasions yes. There was a delay at one lunch time which led to lots of students queuing*

Were all dietary requirements catered for? *Yes!*

How do you rate the packed lunches? *N/A*

Any other comments? *The catering staff did an awesome job of catering for this many staff and students*

### 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 were brilliant! Especially the staff at the disco! ② Other staff which stood out are: Beth, Rhodi (sailing)*

How do you rate the outdoor pursuits? *① An excellent range of activities and students enjoyed every single one*

How do you rate the outdoor pursuit equipment? *①*

What were your pupil's favourite outdoor pursuits? *① Students enjoyed all activities, even the muddiest ones!*

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

*High ropes, SUPs, large river but not extra!*

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

*No.*

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Surprisingly the disco!*  
*The students absolutely loved this!*

Which aspect of your stay was least enjoyed? *N/A.*

How do you rate the overall product on a value for money basis? *(1)*  
*cannot fault it!*

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?

- \* Thank you so much for having such a lovely staff area (11)*
- \* Remind students to have water bottles at the disco*
- \* Fiji - some of the staff showers didn't drain properly*

Where did you hear of Manor Adventure? *Colleague - Anna Langford*

What were the reasons for choosing Manor Adventure?  
*I know that this was a great trip for our current year 9s!*

Which centre did you visit last year? *Willesley Castle*

What other visits does your school organise?  
*Always - Year 7 Residential*  
*Sometimes - Year 8 Residential*

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: .....

.....

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**manor adventure**

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

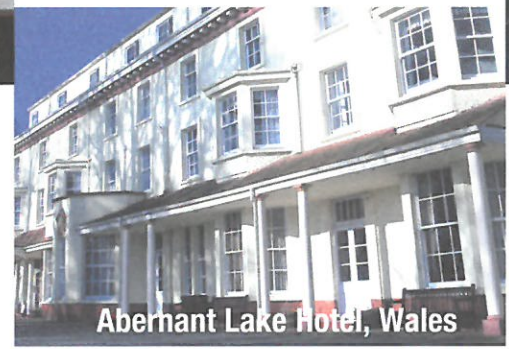
# manor adventure

## 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