

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The whole stay,*

swimming, instructors, food etc.

Which aspect of your stay was least enjoyed? *PIA*

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 - Next year

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

As great as the stays, we did not feel we could use the common areas in the castle as other schools look over. Allocating times for each school could work.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

- Excellent visit last year.

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

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

9th - 11th June

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

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: Wellesley Castle DATES: 9-11th June

NAME OF ACCOMMODATION: The Messes

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? 2 - Very Good

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

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)? 1

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

Preview visit to the centre? - N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? - It would have been good to

have been able to put the children's mess on the table.

- Also door lock of toilet in room 7 fell off.
Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

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

Any other comments? Catering staff were fabulous

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Faith / Jayden / Zach / Aki - can't remember anyone?

Gregory was brilliant.

How do you rate the outdoor pursuits? - 1 - Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? River activities; - they

loved them all.

Are there any new outdoor pursuits you would like Manor Adventure to offer? - N/A

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