

2017 28th June

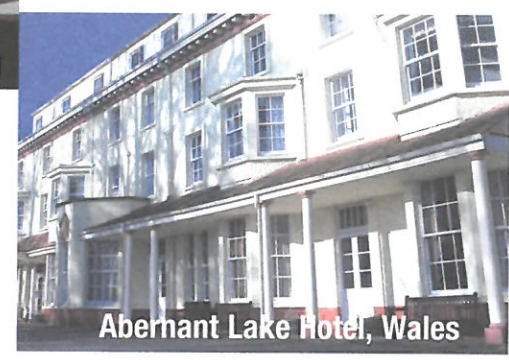
manor adventure

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

Thank you!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? BEING TOGETHER AND ACTIVITIES, BEAUTIFUL SETTING.

Which aspect of your stay was least enjoyed? UNFORTUNATELY, THE OTHER SCHOOL HERE DURING OUR STAY WERE A LITTLE RUDE AND UNFRIENDLY

How do you rate the overall product on a value for money basis? 2

Will you be considering a further visit with Manor Adventure? DEFINITELY POTENTIALLY EVERY OTHER YEAR DUE TO MIXED AGE CLASSES.

Have you any further general comments which you feel would be useful to us? SOME OF THE INSTRUCTORS SEEMED A LITTLE DISENGAGED AND FIRM WITH OUR PUPILS WITH ADDITIONAL NEEDS *1

Where did you hear of Manor Adventure? ONLINE

What were the reasons for choosing Manor Adventure? SOMEWHERE NEW, GOOD REVIEWS, GOOD, INFORMATIVE WEBSITE, LOVELY LOCATION.

Which centre did you visit last year? KINGSWOOD, WOLVERHAMPTON

What other visits does your school organise? TRIPS, RESIDENTIAL

All Teachers spoken to, it was the 2 pupils with Bad Behaviour and explained staff was firm due to safety of the group but fair and to keep them involved. about still being fair but fair and to keep them involved.

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



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: ROSLISTON SCHOOL PARTY LEADER: -
CENTRE: WILLERSLEY CASTLE DATES: 26.6.23 - 28.6.23
NAME OF ACCOMMODATION: THE 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?
MENU SAMPLES

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 - VERY HELPFUL

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 3

Were there any accommodation problems? WI-FI CODE IS WRONG
IN THE MEWS - updated 28/6/23.

Standard of cleanliness / tidiness? (teacher & pupil) 3 LOTS OF SPIDER
WEBS.

Standard of Furnishing? 3 BEDS (STAFF) ARE UNCOM-
FORTABLE, BUNK BEDS CREAKY.

SECTION 4: Meals

Were the meals of an adequate standard? YES - WE WOULD HAVE
LIKED MORE FRESH SALAD FOR ADULTS.

Was there enough to eat? YES! 😊

Was the food served promptly? YES

Were all dietary requirements catered for? YES - ABSOLUTELY

FANTASTIC. WE DIDN'T FEEL LIKE HASSLE. THANKS!

How do you rate the packed lunches? N/A

Any other comments? SERVICE WAS LOVELY - THANKS!!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

BETHAN & MOLLY - VERY HELPFUL,
FRIENDLY + INCLUSIVE!

How do you rate the outdoor pursuits? MOSTLY ENGAGING BUT
A LOT OF WAITING FOR TURNS

How do you rate the outdoor pursuit equipment? 2 NEW, WELL-
SERVICED.

What were your pupil's favourite outdoor pursuits? CANOEING / KAYAKING,
AEROBALL AND ZIP WIRE.

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

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