

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Bed Time! (only joking)*

*Everything has been great*

Which aspect of your stay was least enjoyed? *Issue with instructor*

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

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?

*Chris was very helpful & lovely to see management involving themselves - great personal touch. The children loved that everyone was involved.*

*Sorry if we've missed anyone!*

*The Jaden & Tristan & Ella & Brady & All amazing!*

Where did you hear of Manor Adventure? *Not Sure*

What were the reasons for choosing Manor Adventure? *Cost / Distance / Activities*

Which centre did you visit last year? *JCA Conover hall / Kingswood*

What other visits does your school organise? *Y6 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?

*Thank you for giving these children an amazing first trip away from home. We all appreciate where you do! Thanks!*

Name: ..... Name: .....

Address: ..... Address: .....

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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*And Annie, can't forget her.*

*15-17 Nov*

# 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: Willersley Castle ..... DATES: 15-17th .....

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 .....

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? No .....

How professional was the Presentation Evening? N/A .....

How did you rate our pre-visit administration? Good .....

Customer Services (Bookings, payments, support)? 2 .....

Operations (Rooming, outdoor pursuit programmes, support)? 2 .....

Preview visit to the centre? N/A .....

### SECTION 2: Arrivals

General Welcome: Good ..... Fire Drill: Rushed - weren't told where to go. <sup>→ Too soon after arrival.</sup> .....

Room Allocation: Good ..... Introductory Talk: Good .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: Good ..... Teacher Accommodation: Great .....

Washing & Toilet Facilities: 2 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 1 ..... Catering: 1 .....

Were there any accommodation problems? No .....

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

Standard of Furnishing? 2 .....

### SECTION 4: Meals

Were the meals of an adequate standard? We are rolling home! .....

Lovely & plenty. Very accommodating .....

Was there enough to eat? Absolutely! .....

Was the food served promptly? Yes .....

Were all dietary requirements catered for? Very Well .....

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

Any other comments? Thank you! .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1/2 .....

Which Instructors were motivating / clear / enthusiastic?

All incredibly helpful, except for issue with one already raised (AS) .....

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? Blind Trail (most groups) .....

Axe Throwing, Zip Line .....

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

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