

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

The support in organisation and staff

Which aspect of your stay was least enjoyed?

The communal area wasn't attractive enough for children to want to use it.

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

1

Will you be considering a further visit with Manor Adventure?

Yes - booked for the next 2 years

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

Free time after dinner feels a little too long. We would have preferred to start the evening activity 30 mins earlier and then finish earlier.

*A couple of children felt awkward when ~~set~~ children stop asked about if they were a boy or a girl / how old they are. * It was meant*

Where did you hear of Manor Adventure? good natured, but ch. in question. ~~have~~ felt upset / self conscious.

What were the reasons for choosing Manor Adventure?

** Because that he is.*

friendly, expertise, welcoming, value

Which centre did you visit last year? *Waterley castle.*

What other visits does your school organise?

SECTION 7

A huge thank you. It is clear how much you put into your roles and are passionate about what you do.

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? *It is noticed and appreciated.*

Name: Name: *Thanks.*

Address: Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

22nd - 24th 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: *Willesley Castle* DATES: *22-24 Nov*

NAME OF ACCOMMODATION: *Willesley 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? *2*

How could we improve our website, www.manoradventure.com?
Perhaps more videos or virtual tour for children to understand the venue?

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? *NA*

How professional was the Presentation Evening? *NA*

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? *1*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1+* Introductory Talk: *1*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1*

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

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *one code broke on a teacher's door, but sorted quickly*

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

Standard of Furnishing? *2*

Communal area. Possibly more chairs or carpet to allow ch to sit down easier?

SECTION 4: Meals

Were the meals of an adequate standard? *1 Very tasty and lots of choice*

Was there enough to eat? *Yes*

Was the food served promptly? *Yes - supported our vulnerable cohort very well.*

Were all dietary requirements catered for? *Yes.*

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

Any other comments? *Thank you for being very accommodating.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Tristram, Beth, Molly - v. enthusiastic and put the kids at ease, gave clear instructions etc.

How do you rate the outdoor pursuits? *1*

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

Possibly a few extra grass sledges to increase number of goes.

What were your pupil's favourite outdoor pursuits? *Zip wire*

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

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

Scavenger hunt on the penultimate session was very dark and possibly too dangerous. Teacher asked for senior to be sheltered, but it wasn't allowed?

Scavenger Hunt in the Evening to be removed to allow a C-Henderson/HOC Carried out