

SECTION 6: Overall Assessment

*Children - controlled tuckshop  
we loved it*

Which aspect of your stay was most enjoyed? *For staff all the things  
es. coffee/tea in room, that make your stay easier and  
more relaxing.*

Which aspect of your stay was least enjoyed? *The other school how they used the staff room  
es. Children in a out and disrespectful of other school.*

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

Will you be considering a further visit with Manor Adventure? *Absolutely Yes ☺*

Have you any further general comments which you feel would be useful to us?  
*Our over stay for both children & staff was  
excellent - Thank you*

Where did you hear of Manor Adventure? *Internet.*

What were the reasons for choosing Manor Adventure? *Activities on  
offer and accommodation.*

Which centre did you visit last year? *Whitehall.*

What other visits does your school organise? *None.*

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

22nd 24th Nov.

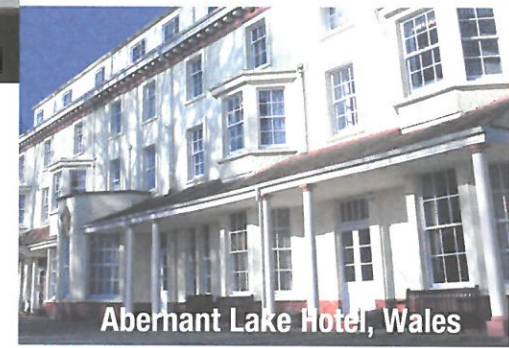
# manor adventure

## 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



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: VILLERSLEY CASTLE DATES: 22/11/23 - 24/11/23  
NAME OF ACCOMMODATION: The Mess

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?  
Good website, great video - to show parents

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)? Very supportive, friendly, always happy to help  
Operations (Rooming, outdoor pursuit programmes, support)? 2  
Preview visit to the centre? Great tour & info shared, very welcoming - family feel

**SECTION 2: Arrivals**

General Welcome: 1 Fire Drill: 2 our children reached a record practice  
Room Allocation: 1 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 Teacher Accommodation: 1  
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1/2  
The Grounds: 1 Catering: 1 Tracy is brilliant! 😊  
Were there any accommodation problems? No, none occurred with a leak and was solved quickly and efficiently - great service

Standard of cleanliness / tidiness? (teacher & pupil) .....  
Standard of Furnishing? Good, comfortable

**SECTION 4: Meals**

Were the meals of an adequate standard? Absolutely - so much choice and catered for every need

Was there enough to eat? 100% great portion size keeping everybody going - thank you

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - easy system, children took responsibility

How do you rate the packed lunches? N/A

Any other comments? Tracy and the catering staff were ~~amazingly~~ absolutely fantastic and went out their way to look after us - thank you

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? particularly Tristan  
All instructors great with the children 😊  
(PJ was not as warm & friendly as the others)

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? Zip lining, grass sledging

Are there any new outdoor pursuits you would like Manor Adventure to offer? No, there's already a great range

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
No

Instructor Spoken too about Conduct  
C. Henderson HOC