

27<sup>th</sup> - 29<sup>th</sup> Nov

# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities + food*

Which aspect of your stay was least enjoyed? *N/A. No big issues from Manor staff or facilities.*

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

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?

*The students figured out that the codes were the same for other rooms, including staff. This was a high concern for us as we have meds/confidential info in our rooms. would be good for them to be different.*

Where did you hear of Manor Adventure? *online*

What were the reasons for choosing Manor Adventure? *proximity, good pricing, students thoroughly enjoyed last year!*

Which centre did you visit last year? *Willesley*

What other visits does your school organise? *uni trips*

### 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  
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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 ..... DATES: 27/11/23 - 29/11/23 .....  
NAME OF ACCOMMODATION: MEWS + CASTLE WING .....

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? 1 .....

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

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 .....

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

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

### 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: 2 ..... Cleanliness / Hygiene: 1 .....

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

Were there any accommodation problems? Any problems such as bugs + toilet roll were sorted promptly! .....

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

Standard of Furnishing? Very good .....

### SECTION 4: Meals

Were the meals of an adequate standard? 1 .....

Was there enough to eat? 1 .....

Was the food served promptly? 2, due to schools sittings being so close we ran out of seating. 10 min gap would be good! .....

Were all dietary requirements catered for? 1 .....

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

Any other comments? N/A .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1 .....

Which Instructors were motivating / clear / enthusiastic?

Yes, 1 .....

How do you rate the outdoor pursuits? Last year we had the centre to ourselves so more flexibility. This year it felt that there was less options for our students due to being 16+. .....

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

What were your pupil's favourite outdoor pursuits? blind trail, archery, tug of war .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? more options for 16+ .....

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