

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The family feel of the centre
friendliness of all the staff how smoothly everything ran*

Which aspect of your stay was least enjoyed? *N/A*

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*

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

*Again, just a massive thank you to you all. Kids + staff
have really enjoyed themselves. We love coming back.
Every instructor knew about individual needs of our children.*

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *↑*

Which centre did you visit last year? *Same*

What other visits does your school organise?

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

2-10th October

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: *willersley* DATES: *2/10 - 6/10/23*
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? *1*

How could we improve our website, www.manoradventure.com?
..... *1*

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: *2* *Just due to no shower pressure on 2nd floor.*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *Just the shower pressure in some 2nd floor rooms.*

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

Standard of Furnishing? *1*

SECTION 4: Meals

Were the meals of an adequate standard? *Couldn't have asked for more. Brilliant!*

Was there enough to eat? *Yes!*

Was the food served promptly? *Yes.*

Were all dietary requirements catered for? *Yes.*

How do you rate the packed lunches?

Any other comments? *Just a big thank you. Everything has been wonderful. You've gone above & beyond.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

..... *All of you!*

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? *A real mix of all of them. They all loved fencing (the first time we've done it.)*

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

..... *Paddle boarding sounds great. (Caroline votes horse riding.)*

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

..... *No. You've done so much since our last visit. Really impressed.*

To all the staff,

Thank you so much for the best week.
We love coming back here - always met with
your friendly faces + you really do go
above + beyond to make the children have
the best time. We love how well you get to
know the kids + how flexible you are with
all of their different needs etc... nothing
is ever too much to ask and you're always
so willing to go that extra mile.

So a massive thank you !!

And happy birthday Paul - closer to that
30!

See you next year,

😊 xx