

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *all - well equipped*

*Staffroom - cause we have a communal space in the mess?*

Which aspect of your stay was least enjoyed? *None*

How do you rate the overall product on a value for money basis? *(3) (1)*

Will you be considering a further visit with Manor Adventure? *(1) Yes*

Have you any further general comments which you feel would be useful to us?  
*3 schools is very chaotic e.g not enough time to eat - separate spaces to eat*

Where did you hear of Manor Adventure? *been before*

What were the reasons for choosing Manor Adventure?  
*been before*

Which centre did you visit last year? *Abernant = 2017*

What other visits does your school organise? *Oakwood in Wokingham*

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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*25<sup>+</sup> - 29<sup>+</sup> Sept.*

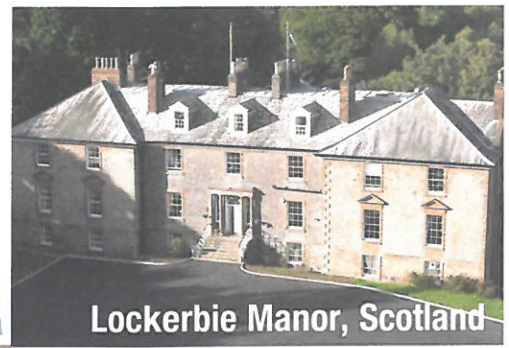
# manor adventure

## COURSE REPORT FORM

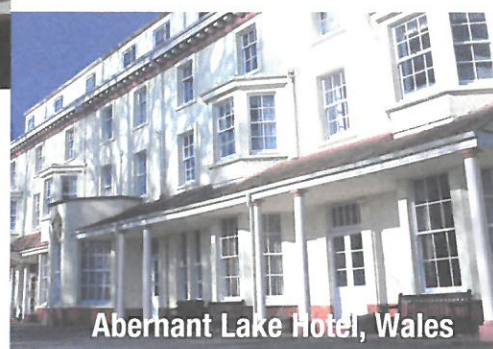
For



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: WILLEDSLEY ..... DATES: 25/9 - 29/9 .....  
CASTLE  
NAME OF ACCOMMODATION: MEWS .....

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?

Great - separate out different sites  
more

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? (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) - more showers  
Cleanliness / Hygiene: (1) .....

The Grounds: (1) - slope down to field can be dangerous  
Catering: (1) TTF .....

Were there any accommodation problems? Yes but fixed quickly

Standard of cleanliness / tidiness? (teacher & pupil) (1) but dry room  
in Mews unsuitable due to lack of heat

Standard of Furnishing? (1) and smell

### SECTION 4: Meals

Were the meals of an adequate standard? (1) - more than a  
birthday cake above and beyond

Was there enough to eat? (1) - plus seconds!

Was the food served promptly? (1) .....

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

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

Any other comments? Really really wonderful -  
standard v. high

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: (1) ..... Professional: (1) .....

Which Instructors were motivating / clear / enthusiastic?

Jayden, Matt, Faith, Tash .....

How do you rate the outdoor pursuits? (2) - more high  
risk activities

How do you rate the outdoor pursuit equipment? (2) more  
wet suits / equipment so parents don't have  
to provide

What were your pupil's favourite outdoor pursuits? Zip wire,  
scar hunt, canoe, rock climb

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

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