

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Canoeing/Kayaking.*

Which aspect of your stay was least enjoyed? *The down time in between activities + after dinner. It's not needed + children misbehave then.*

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

Will you be considering a further visit with Manor Adventure? *Possibly.*

Have you any further general comments which you feel would be useful to us?  
*Clipping sessions short is not good value for money. 3 of our 5 groups have returned to the castle 5 mins before the end of the slot. We don't feel the children are getting the most of the time.*

? ~~Where did you hear of Manor Adventure?~~ *children are getting the most of the time.*  
• ~~What were the reasons for choosing Manor Adventure?~~ *Sharing a communal room with another school is ideal - (:-)*

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

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

20<sup>th</sup> - 22<sup>nd</sup> Sept.

# manor adventure

## COURSE REPORT FORM

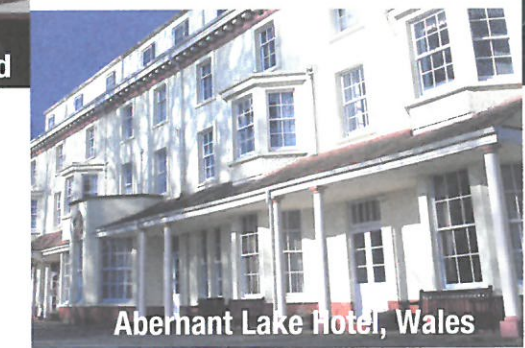
For



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: Willesley Castle DATES: 20-22 Sep 23.

NAME OF ACCOMMODATION: 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? Yes - but it needs to be clear that a teacher needs to be assigned  
How could we improve our website, www.manoradventure.com? to each group.

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

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

How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? .....

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

Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: 4 Fire Drill: 4  
Room Allocation: 4 Introductory Talk: 5 *staff didn't get one + children were rushed.*

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 2 Teacher Accommodation: 2  
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2  
The Grounds: 2 Catering: 1

Were there any accommodation problems? Lots of decks not working

Standard of cleanliness / tidiness? (teacher & pupil) 2 *(Ballroom floor not clean around edges)*

Standard of Furnishing? 2

**SECTION 4: Meals**

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 2 - mostly.

Were all dietary requirements catered for? 1 - Thank you.

How do you rate the packed lunches? N/A

Any other comments? Tracy was amazing - thank you.

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

How do you rate the Centre Staff / Instructors?  
*Jayden has just been messing about with girls on the hill. Climbing - when you're climbing to do things to do with the group do climb twice.*  
Helpful: 3 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

Mostly - some lack of direction at the end of sessions - if they don't direct the children, they need to hand them over to teachers not dismiss them.  
How do you rate the outdoor pursuits?

4 - Sessions with harnesses took a long time to prepare. More staff needed to suit up. Then not many children can take part at one time.  
How do you rate the outdoor pursuit equipment?

Climbing - lots of hanging around - nothing for them to do while waiting. + Canyoning / Kayaking - took ages to get boats out  
What were your pupil's favourite outdoor pursuits? Kayaking - Climbing

Zip wire.

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

Make some sessions longer

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

More staff to set up. More opportunities to take part during a session