

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing sites during walk-experiencing grounds*

Which aspect of your stay was least enjoyed? *Would like a space for children to play - our room was quite small*

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

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?

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

What were the reasons for choosing Manor Adventure? *Range of activities & centre choice*

Which centre did you visit last year? *Norfolk*

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

*16<sup>th</sup>-18<sup>th</sup> October*

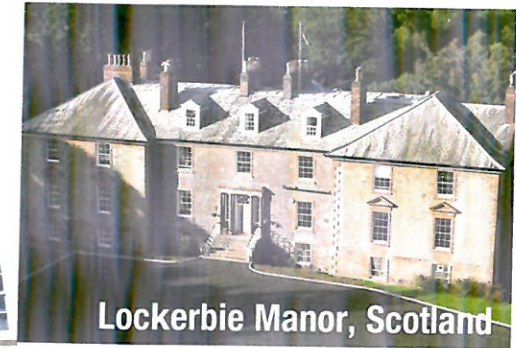
# manor adventure

## COURSE REPORT FORM

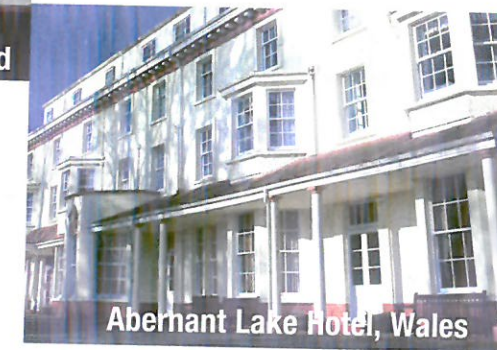
For



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: WILLEKSKY CASTLE DATES: 16-18 /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?  
.....

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

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: ..... 2 Fire Drill: ..... 2

Room Allocation: ..... 2 Introductory Talk: ..... 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... Cleanliness / Hygiene: ..... 4

The Grounds: ..... Catering: ..... 2

Were there any accommodation problems? Some rooms had lots of cobwebs and spiders that scared children

Standard of cleanliness / tidiness? (teacher & pupil) ..... 4

Standard of Furnishing? ..... 2

### SECTION 4: Meals

Were the meals of an adequate standard? ..... 1 Kitchen staff were fantastic and accommodating for our children + staff.

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

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

Were all dietary requirements catered for? Yes although a <sup>greater</sup> choice would be preferred

How do you rate the packed lunches? N/A

Any other comments? Some of our 'fussy eaters' or dietary requirements did not like alternative choices

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

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

Which Instructors were motivating / clear / enthusiastic?  
clear instructions given

How do you rate the outdoor pursuits? children enjoyed all - 2 needed another instructor for more turns for climbing

How do you rate the outdoor pursuit equipment? 2 - low ropes course is short

What were your pupil's favourite outdoor pursuits? grass sledge / blind trail

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
see above + town trail needed more structure info points/games then independence for shopping