

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Instructors, activities and food*

Which aspect of your stay was least enjoyed? *None - just a question, is the lift working? Last year we used for luggage.*

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

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?
A FEW MORE CHAIRS UPSTAIRS (2ND FLOOR) FOR STAFF TO SIT ON AT NIGHT WHEN ON CORRIDOR DUTY.

Where did you hear of Manor Adventure? *EMAIL*

What were the reasons for choosing Manor Adventure? *COST, COMMUNICATION, CENTRE ITSELF*

Which centre did you visit last year? *WILLERSLEY*

What other visits does your school organise? *NONE AT THE MOMENT*

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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18-20 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 CASTLE DATES: 18-20 OCT 2023

NAME OF ACCOMMODATION:

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?
..... N/A

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)? 2

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: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No - a light didn't work but it was fixed straight away.

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 2

Were all dietary requirements catered for? 1 Thank you for looking after us!

How do you rate the packed lunches?

Any other comments? EXCELLENT FOOD!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? TRISH WAS VERY SENSITIVE TO NEEDS OF GROUP - THANK YOU

AJ EXCELLENT TO SAY ONLY BEEN HERE A FEW DAYS.

..... YES! All instructors were excellent. It was nice to

..... see familiar faces from last year too. MOLLY (AIR RIFLE LADY) WAS SO PATIENT AND REALLY HELPED CHILDREN WHO STRUGGLED.

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? Rifle shooting, climbing, aroball, zipwire, campfire

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

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

..... IT WAS A SHAME WE DIDN'T GET CANGONG AND THIS HOWEVER THE OTHER ACTIVITIES INSTEAD WERE GREAT