

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All aspects. The children and adults thoroughly enjoyed their experience.*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure?

We will definitely be considering visit Willersley Castle again.

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Norfolk Lakes*

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

A+ - 8th Sept.

manor adventure

COURSE REPORT FORM

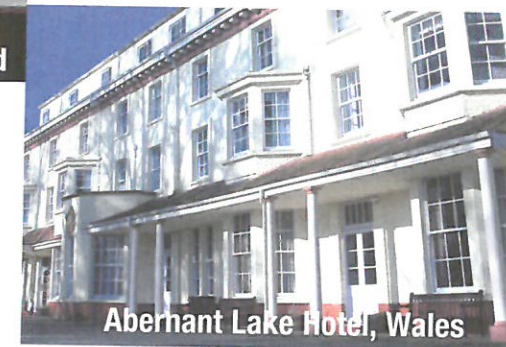
For



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.

SCHOO PARTY LEADER: 1
CENTRE: Willersley Castle DATES: 04/09/23 - 08/09/23
NAME OF ACCOMMODATION: Willersley 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? Very clear and informative

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

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

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

How professional was the Presentation Evening? Very professional

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: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Amazing! Catering: Amazing!

Were there any accommodation problems? No -> But some childrens rooms got very hot because of the heat

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

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Excellent, well above expectation. The cooks were lovely.

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? Fantastic service and amazing food. The children want to take all the cooks back to school with them!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional: 10/10

Which Instructors were motivating / clear / enthusiastic?

All instructors were amazing!

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits?

Canoe/kayaking, Zip wire, Blind Trail, Grass Sledge,

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

More water sports if thats possible

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