

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Activities

Which aspect of your stay was least enjoyed? FREE TIME (TOO LONG BETWEEN  
ENDS OF DINNER AND EVENING ACTIVITY)

How do you rate the overall product on a value for money basis? 1

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?  
All staff including back room staff extremely accommodating and  
always happy to help. A top team!

Where did you hear of Manor Adventure? PREVIOUS COLLEAGUE

What were the reasons for choosing Manor Adventure?  
COST, PROXIMITY, DISTANCE FROM SCHOOL, RANGE OF ACTIVITIES

Which centre did you visit last year? N/A (FIRST TIME)

What other visits does your school organise? CURRICULUM DAY TRIPS

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

school Weds 24 - Fri 26<sup>th</sup> Jan

# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Aberhant 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: ..  
CENTRE: WILVERLEY CASTLE  
NAME OF ACCOMMODATION: MANOR BUILDING - 1ST FLOOR

PARTY LEADER: ..  
DATES: 24/1/24 - 26/1/24

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)? .. 1

Preview visit to the centre? .. 1

### SECTION 2: Arrivals

General Welcome: .. 1 Fire Drill: .. 3

Room Allocation: .. 1 Introductory Talk: .. 3

### SECTION 3: Centre Facilities:

Pupil Accommodation: .. 2 Teacher Accommodation: .. 1

Washing & Toilet Facilities: .. 1 Cleanliness / Hygiene: .. 2

The Grounds: .. 1 Catering: .. 1

Were there any accommodation problems? .. No

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

Standard of Furnishing? .. 2 (LACKING SPACE/DRAWERS FOR CHILDREN'S ROOMS)

### SECTION 4: Meals

Were the meals of an adequate standard? .. YES

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? .. N/A

Any other comments? ..

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: .. 1 Professional: .. 1

Which Instructors were motivating / clear / enthusiastic?

CAMP FIRE STAFF (NEED COMPLEMENTING)

ALL INSTRUCTORS FOR ALL ACTIVITIES

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? .. CAMP FIRE, KAYAKING, ZIP LINE

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?

POOL TABLE/SNOOKER TABLE/TABLE FOOTBALL IN LARGE DINING ROOM FOR FREE TIME.