

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities and the food*

Which aspect of your stay was least enjoyed? *Initiative exercises*

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

Will you be considering a further visit with Manor Adventure? *Yes, we will definitely be back next year.*

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

We'd highly recommend to any school thinking about residential the care + expertise from all staff is exceptional

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *Return visit - we loved our first visit last year and will be returning again next year*

Which centre did you visit last year? *Willersley*

What other visits does your school organise? *N/A*

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

5th - 9th Feb.

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: *Willersley* DATES: *5/2/24 - 9/2/24*
NAME OF ACCOMMODATION: *Main building + Mews*

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? *N/A*

How could we improve our website, www.manoradventure.com?
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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 - reliable, friendly + helpful*

Operations (Rooming, outdoor pursuit programmes, support)? *1 -*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1*

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *1 - thank you for being so accommodating to our fussy eaters*

Were there any accommodation problems? *a few clocks needed replacement batteries but this was solved quickly*

Standard of cleanliness / tidiness? (teacher & pupil) *1 - thank you for the extra effort in cleaning staff bedroom to accommodate staff changeover*

Standard of Furnishing? *1*

SECTION 4: Meals

Were the meals of an adequate standard? *Most definitely! The children (and staff!) want to take the kitchen staff back to school*

Was there enough to eat? *Loads! We never go hungry*

Was the food served promptly? *Yes and always with a smile*

Were all dietary requirements catered for? *We couldn't have asked for better*

How do you rate the packed lunches? *N/A*

Any other comments? *The kitchen staff are exceptional - nothing is ever ever too much*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Tristan, Jayden, Melli, Sarah

How do you rate the outdoor pursuits? *1 - Brilliant*

How do you rate the outdoor pursuit equipment? *1 -*

What were your pupil's favourite outdoor pursuits? *Grass sledging, Axe throwing, Zip wire, Climbing*

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

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