

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *children enjoyed spending time together. Activities were really enjoyable and staff were enthusiastic.*

Which aspect of your stay was least enjoyed? *For the children - weather but you all adapted brilliantly and were accomodating.*

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

Will you be considering a further visit with Manor Adventure? *Yes, this was our second visit.*

Have you any further general comments which you feel would be useful to us?
We just wanted to say thank you for all your help and support over the 3 days! We really appreciate it. ☺

Where did you hear of Manor Adventure? *From previous trips.*

What were the reasons for choosing Manor Adventure? *Location, activities, positive atmosphere.*

Which centre did you visit last year? *This one.*

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:

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9 Feb

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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: *Willesley Castle* DATES: *7 - 9 February 2024*

NAME OF ACCOMMODATION: *Willesley 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? *Yes*

How could we improve our website, www.manoradventure.com?
..... *Our business manager booked everything*

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? *N/A*

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: *(1)* Cleanliness / Hygiene: *(1)*

The Grounds: *(1)* Catering: *(1)*

Were there any accommodation problems? *1 room mentioned room was cold (1st floor wing room 1) but I did talk to someone about this*

Standard of cleanliness / tidiness? (teacher & pupil) *Everywhere was really clear*

Standard of Furnishing? *(1)*

SECTION 4: Meals

Were the meals of an adequate standard? *Enjoyed all meals! Always offered plenty*

Was there enough to eat? *Yes*

Was the food served promptly? *Service was always very quick*

Were all dietary requirements catered for? *Yes, they were really knowledgeable if we had specific questions about food*

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

Any other comments? *Thank you!*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *(1)* Professional: *(1)*

Which Instructors were motivating / clear / enthusiastic?

..... *All instructors have been brilliant!*

How do you rate the outdoor pursuits? *Great - you were all brilliant at rearranging activities so promptly due to the weather and*

How do you rate the outdoor pursuit equipment? *extremely patient with the children!*

What were your pupil's favourite outdoor pursuits? *Climbing, rifle shooting, camp fire, blind trail - some did enjoy the kayaking too!*

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?