

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children try new things & the instructors supporting them*

Which aspect of your stay was least enjoyed? *Tuck was substituted which upset our autistic children*

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

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?
Thank you to everybody who made our stay so helpful & welcoming

Where did you hear of Manor Adventure? *We came last year*

What were the reasons for choosing Manor Adventure? *Place, activities, location to us*

Which centre did you visit last year? *Hillersly castle*

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

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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: Hilliersly Castle DATES: 21st Feb - 23rd Feb
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? Yes

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

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

Did he provide a fair description of our centre and product? Yes 1
How professional was the Presentation Evening? Good 3

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? V Good 2
Operations (Rooming, outdoor pursuit programmes, support)? Good 2
Preview visit to the centre? No - I came last year

SECTION 2: Arrivals

General Welcome: ✓ Fire Drill: ✓
Room Allocation: ✓ Introductory Talk: ✓

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2
Washing & Toilet Facilities: 2/3 Cleanliness / Hygiene: 2/3
The Grounds: 1 Catering: 1
Were there any accommodation problems? Just the ladybirds issue, but was sorted.

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 3

We will look at purchasing additional Zip Wire Trolleys
Christy Doherty

SECTION 4: Meals

Were the meals of an adequate standard? Fantastic
Was there enough to eat? We all had seconds
Was the food served promptly? Yes
Were all dietary requirements catered for? They went above & beyond
How do you rate the packed lunches? ✓
Any other comments? Thank you for being so caring & accommodating

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
Yes. They were all great with the children.

How do you rate the outdoor pursuits? Improved since last year
Good: variety

How do you rate the outdoor pursuit equipment? Safe for what was needed - more grippers for the zip wire

What were your pupil's favourite outdoor pursuits? Rifles, grass sledging

Are there any new outdoor pursuits you would like Manor Adventure to offer?
High Ropes, Absailing

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