

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All group activities, campfire, meal times.*

Which aspect of your stay was least enjoyed? *Hot rooms.*

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

Will you be considering a further visit with Manor Adventure? *Yes, most definitely.*

Have you any further general comments which you feel would be useful to us?  
*Door lock to ensure at risk children do not leave to castle.*

Where did you hear of Manor Adventure? *prior use*

What were the reasons for choosing Manor Adventure? *good product.*

Which centre did you visit last year? *Wales*

What other visits does your school organise? *3/4 residential (1 night)*

**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? *N/A.*

Name: ..... Name: .....

Address: ..... Address: .....

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

*14<sup>th</sup> - 16<sup>th</sup> Feb.*

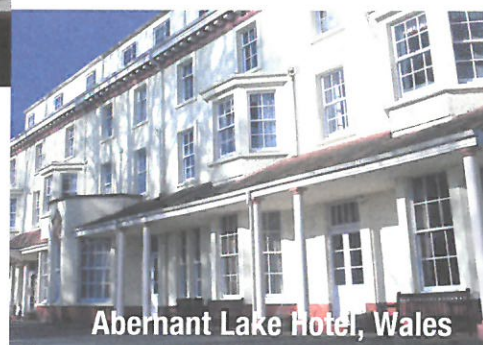
# manor adventure

## 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: 14/2/24 - 16/2/24 .....  
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? ..... 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? .....

How professional was the Presentation Evening? .....

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? .....

### SECTION 2: Arrivals

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

Room Allocation: 3 - it would have been better to all have been one floor ..... Introductory Talk: ..... 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 - too hot and insects but generally good ..... Teacher Accommodation: ..... 1 - lovely

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

The Grounds: ..... 1 ..... Catering: 1 - fantastic, friendly staff

Were there any accommodation problems? heat, rooms were very hot

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

Standard of Furnishing? ..... 1

### SECTION 4: Meals

Were the meals of an adequate standard? 1 Good variety, portion size and quality

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? lovely staff

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?

Matty, Sarah were great and really enthusiastic. Georgia was very helpful

How do you rate the outdoor pursuits? 1 - variety and quality

How do you rate the outdoor pursuit equipment? 1 - new and all is working order

What were your pupil's favourite outdoor pursuits? Grass sledge, aeroball, Zip wire

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

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

Ensure children are served first before staff to avoid shortages for the children