

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *great structure and  
look of activities*

Which aspect of your stay was least enjoyed? *maybe have more  
dining areas when more than 1 school  
is here*

How do you rate the overall product on a value for money basis? *we'd love  
to come in the summer but are financially  
restricted.*

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?

*We loved our stay - it was a lovely  
gesture to compensate us for a late camp  
fire start with free marshmallows*

Where did you hear of Manor Adventure? *advert*

What were the reasons for choosing Manor Adventure? *previous visits  
to here and Culmington Manor*

Which centre did you visit last year? *Willesley Castle*

What other visits does your school organise? *Tamworth Castle  
Culmington Manor Cestford Botanical  
Gardens*

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

15<sup>+</sup>-17<sup>+</sup> Jan 24

# manor adventure

## COURSE REPORT FORM

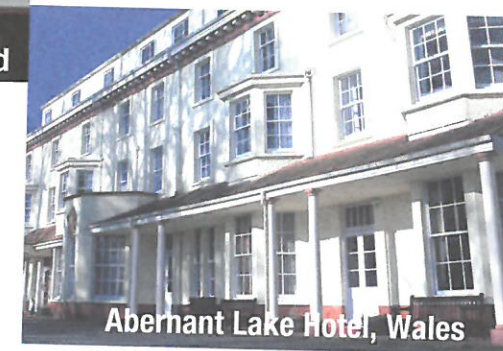
For



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 Castle DATES: 15/1 - 17/1/24

NAME OF ACCOMMODATION: The 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? ..... ①

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

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: ..... ① Introductory Talk: ..... ①

### SECTION 3: Centre Facilities:

Pupil Accommodation: ② a bit cold Teacher Accommodation: ② a bit cold

Washing & Toilet Facilities: ② not enough hot water Cleanliness / Hygiene: ①

The Grounds: ① Catering: ①

Were there any accommodation problems? ..... lack of hot water and water pressure

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

Standard of Furnishing? ..... ① maybe hairdryer and bath mat in teacher rooms

### SECTION 4: Meals

Were the meals of an adequate standard? ..... ①

Was there enough to eat? ..... ①

Was the food served promptly? ..... ①

Were all dietary requirements catered for? ..... ①

ham + cheese sandwiches needed to be served from separate plates with separate tongs  
How do you rate the packed lunches? .....

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?

Jaden - nice + kind Georgia + Julianne  
Elle - popular with kids - v. enthusiastic

How do you rate the outdoor pursuits? ..... fabulous + freezing

How do you rate the outdoor pursuit equipment? ..... excellent

What were your pupil's favourite outdoor pursuits? ..... grass sledging  
blind crawl aeroball

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?

indoor social event like silent disco