

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: 6-8<sup>th</sup> December 23

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? ..... 2

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? ..... N/A

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? ..... 1

### SECTION 2: Arrivals

General Welcome: ..... 2 Fire Drill: ..... 2

Room Allocation: ..... 2 Introductory Talk: ..... 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 2 (hand towels please?)

Washing & Toilet Facilities: ..... 2 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 1 Catering: ..... 1

Were there any accommodation problems? Hand towels in teachers' rooms would be good.

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

Standard of Furnishing? ..... 2

### SECTION 4: Meals

Were the meals of an adequate standard? ..... Excellent meals - very friendly staff.

Was there enough to eat? ..... /

Was the food served promptly? ..... /

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

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

Any other comments? ..... /

### SECTION 5: Centre Staff & Outdoor Pursuits

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

Which Instructors were motivating / clear / enthusiastic?  
Maybe introduce singing songs when walking to activities - they do this at PGL.

How do you rate the outdoor pursuits? ..... 2

How do you rate the outdoor pursuit equipment? ..... 2

What were your pupil's favourite outdoor pursuits? Climbing, grass sledging, zip wire.

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?  
More efficient with starting / getting on helmets - no urgency. It took 1 hour before we actually did our first sledge!

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SCHOOL: ..... PARTY LEADER: .....

CENTRE: WILLERSLEY CASTLE DATES: 6th Dec - 8th Dec

NAME OF ACCOMMODATION: THE 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? YES (2)

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

Risk assessments online

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

Did he provide a fair description of our centre and product? NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? (1)

Operations (Rooming, outdoor pursuit programmes, support)? (3)

Preview visit to the centre? (1)

### SECTION 2: Arrivals

General Welcome: ~~(1)~~ (1) Fire Drill: ~~(1)~~ (1)

Room Allocation: ..... Introductory Talk: ~~(1)~~ (2)

### SECTION 3: Centre Facilities:

Pupil Accommodation: (4) Teacher Accommodation: (2)

Washing & Toilet Facilities: (4) Cleanliness / Hygiene: (3)

The Grounds: (2) Catering: (2)

Were there any accommodation problems? Drying room has no ventilation so everything remained damp, rails fell off wall, toilets struggled to flush

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

pupil (2) some cobwebs that SEN child was fixated on

Standard of Furnishing? (3) squeaky bunkbeds

### SECTION 4: Meals

Were the meals of an adequate standard? ~~(1)~~ (2)

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? NA

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?

on the whole yes (2)

How do you rate the outdoor pursuits? (2)

How do you rate the outdoor pursuit equipment? (1)

What were your pupil's favourite outdoor pursuits? Zipling, axe throwing, blind trail

Are there any new outdoor pursuits you would like Manor Adventure to offer? .....

abseiling / scrambling

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

less activities for longer periods. The more exciting adventurous activities were oversubscribed

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: 11/12 - 13/12 .....

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? .....

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

DIRECT CONTACT NUMBER

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)? .....

Operations (Rooming, outdoor pursuit programmes, support)? .....

Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: 1 ..... Fire Drill: 2 .....

Room Allocation: 2 ..... Introductory Talk: 4 .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 ..... Teacher Accommodation: 2 .....

Washing & Toilet Facilities: 2 ..... Cleanliness / Hygiene: 1 .....

The Grounds: 1 ..... Catering: 1 .....

Were there any accommodation problems? No .....

Standard of cleanliness / tidiness? (teacher & pupil) fantastic! Very impressed

Standard of Furnishing? Acceptable - Everything we needed

**SECTION 4: Meals**

Were the meals of an adequate standard? YES

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? N/A

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 'VERY' Professional: 'VERY'

Which Instructors were motivating / clear / enthusiastic?

Yes

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Grass Stedge / Zipwire

Are there any new outdoor pursuits you would like Manor Adventure to offer? .....

Abscutting

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

No

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *High Standard! Tristen has been incredible!*

Which aspect of your stay was least enjoyed? *Fencing/ Discs on 2nd Night instead?*

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

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?  
*Amazing staff - Thank you!*

Where did you hear of Manor Adventure? *Local School*

What were the reasons for choosing Manor Adventure? *Activities & proximity to school.*

Which centre did you visit last year? *N/A*

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

# manor adventure

## COURSE REPORT FORM

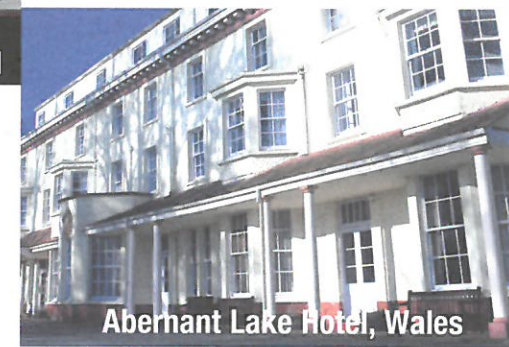
For



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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *target activities (rifles and axes) zip line*

Which aspect of your stay was least enjoyed? *children least enjoyed blind trail but we think this was weather related*

How do you rate the overall product on a value for money basis? *(2)*

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?

*longer transitions between activities and meals. Felt very rushed*

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *value for money*

Which centre did you visit last year? *Dukes Barn*

What other visits does your school organise? *Y5 - Mount Cook  
Y4 - Thornbridge*

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?

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*6<sup>th</sup>-8<sup>th</sup> Dec*

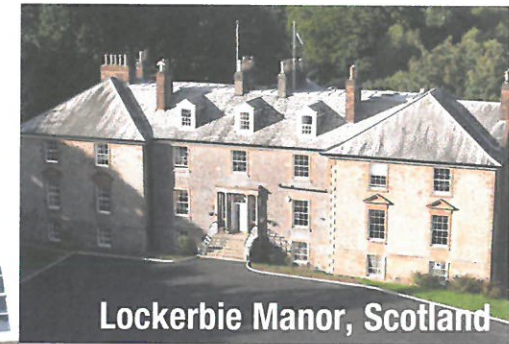
# manor adventure

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Le Château du Broutel, France

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure?

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

Bigger dry room - not big enough for 3 schools. Social rooms - need things in them - sofas to chat, games (activities, board games, connect 4 etc.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year?

What other visits does your school organise?

Needs to be a handover at the end of activities. We weren't informed they were back.

SECTION 7 Great staff very friendly + helpful.

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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More feedback. - Comp fire replacement

6+ - 8+ Dec 2023

manor adventure

COURSE REPORT FORM

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Lockerbie Manor, Scotland

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