

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The whole package is well balanced and priced for our pupils*

Which aspect of your stay was least enjoyed? *All enjoyable*

How do you rate the overall product on a value for money basis? *Good value for what we pay for January Bargain Special*

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?

Where did you hear of Manor Adventure? *previous visit*

What were the reasons for choosing Manor Adventure? *Excellent visit last year for children + staff*

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

What other visits does your school organise? *Hathersage Y4 - St Michael's - Notts LA owned centre - Nature, hillwalk focus - not adventurous activities*

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

Primam Weds 17 - Fri 19
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 DATES: 17-19 January '24
NAME OF ACCOMMODATION: 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?
User friendly for parents, children & teachers

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 this time as visited previously

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 amazing!!!

Were there any accommodation problems? 1 staff room was cold but this was sorted promptly

Standard of cleanliness / tidiness? (teacher & pupil) 1 all good, clean & tidy everywhere

Standard of Furnishing? 1 - everything children need - ensuites are a real bonus. Staff rooms great!

SECTION 4: Meals

Were the meals of an adequate standard? 1 Yes 1 - excellent standard & great staff

Was there enough to eat? 1 Yes, often second helpings

Was the food served promptly? 1 Yes always

Were all dietary requirements catered for? 1 Yes and additional needs as required

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: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic? John - grass sledging, Beth - rifles, Sarah - enthusiasm, Stuart - good rifle instruction, Mattie - consistently good. Generally all good, friendly

How do you rate the outdoor pursuits? excellent 1
Better location for rifles this year

How do you rate the outdoor pursuit equipment? excellent 1

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

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?
Not really - happy with provision for current prices