

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Friendly - welcoming staff, small enclosed site, activities, picturesque surroundings*

Which aspect of your stay was least enjoyed? *N/A*

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

it fits our stay range, you get great activities and it is just far enough away from us to be far enough from school for a short trip away.

Will you be considering a further visit with Manor Adventure? *Yes we are repeat bookers*

Yes we are repeat bookers

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

THANK YOU!
Everybody has been awesome and wonderful - although kitebrook have been before - for us 3 staff it is our first time and nothing has been too much trouble. Everyone was great with the children too!

Where did you hear of Manor Adventure? *Repeat booking*

What were the reasons for choosing Manor Adventure? *Past experiences of coming, costings + how it 'fits' with our school objectives.*

Which centre did you visit last year? *✓*

What other visits does your school organise? *Many residentials, ski trips, other schools/colleges for competitions / French school visit.*

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
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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 MANOR DATES: 20-22 MARCH 2024
NAME OF ACCOMMODATION: 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?

How could we improve our website, www.manoradventure.com?
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If you had a visit from one of our School Journey Advisors: N/A

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)? EXCELLENT, very helpful, both Jane and Annie
Operations (Rooming, outdoor pursuit programmes, support)? Excellent, Annie was really helpful with some last minute changes.
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: 1. Teacher Accommodation: 1.

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

The Grounds: 1. Catering: 3.

Were there any accommodation problems? No

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

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Yes, still feel there could be some improvement in the availability of healthy options, although it was generally better than when I came in 2022.
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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Amazing! Professional: Brilliant!

Which Instructors were motivating / clear / enthusiastic?

Children's favourites were Georgia, Charlie and Jayden. All were great from teachers' point of view.

How do you rate the outdoor pursuits? Excellent. Some new activities since we last came.

How do you rate the outdoor pursuit equipment? Excellent.

What were your pupil's favourite outdoor pursuits? Via ferrata, zip line, blind trail.

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?