

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The grounds, feeling far away from site for activities but actually being close.*

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

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

Good for time of year - would love to come in summer but our parents wouldn't be able to afford it.

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 had such a wonderful time. In our combined 25 years of teaching, this is the most well-oiled machine of a residential we've ever done! Thank you! Will deffo recommend!

Where did you hear of Manor Adventure? *My daughter's school came.*

What were the reasons for choosing Manor Adventure? *Wanted to try*

somewhere new. Grounds were amazing, local, cost comparable, upkeep of facilities better than competitors.

Which centre did you visit last year? *Whitehall 2 years ago.*

What other visits does your school organise?

Day trip to Mount Cook (year 2/3).

Topic trips eg. zoo / theatre / museums etc.

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

18⁺ - 20⁺ March.

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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: Willersley Castle DATES: 18 - 20 March 2024
NAME OF ACCOMMODATION: Willersley 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? Yes - 1

How could we improve our website, www.manoradventure.com? It's very good.

Perhaps a video demonstrating a typical day - timelapse at Willersley (we only saw 1 promo video) *Also, states dates available for 2023 but it's 2024 now.*

If you had a visit from one of our School Journey Advisors: available for 2023 but it's 2024 now.*
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. + answered all questions so well + clearly. Annie emailed back

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1 Really helpful to be able to leave a car over in advance.

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1+++

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Beautiful! Catering: 1+++ Awesome + very accommodating.

Were there any accommodation problems? Room #27 -> shower pressure very, very weak.

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

Lady bug infestation in one room - children afraid (!) lol.

Standard of Furnishing? 1 Amazing.

SECTION 4: Meals

Were the meals of an adequate standard? Yes, more than adequate

Amazing choice, staff in kitchen very kind + thoughtful over + above!

Was there enough to eat? Yes!

Was the food served promptly? Yes!

Were all dietary requirements catered for? Yes! Regular checks on

chn with dietary requirements.

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

Any other comments? Specific thanks to the kitchen staff team - amazing!!!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2 (Newer staff developing their professionalism still).

Which Instructors were motivating / clear / enthusiastic?

Jayden, Stuart, John & Georgia v. enthusiastic

All set good boundaries for chn to follow. [good at reading the children]

How do you rate the outdoor pursuits?

Excellent.

How do you rate the outdoor pursuit equipment? V. good - looks new!

(some bent arrows in archery but it's not an issue really).

What were your pupil's favourite outdoor pursuits? Bushcraft - long session was good, archery. (They loved it all - hard to choose!)

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

Camp craft to include camping / bivvy?

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

Climbing session longer next time so kids get more than 1 go?

we had a zoom call v. helpful + clear. N/A

** We appreciated the personalised timetables + kit lists for each activity for children to be independent. * clocks in room too - great!*