

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All activities and the instructor's interaction with the children.*

Which aspect of your stay was least enjoyed? *Busy meal times - when we were first we felt we had to rush our children to make room.*
How do you rate the overall product on a value for money basis? *AMAZING!*

Will you be considering a further visit with Manor Adventure? *i've already booked for March 2025. 😊*

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

Where did you hear of Manor Adventure? *We came in 2022.*

What were the reasons for choosing Manor Adventure?
.....
.....

Which centre did you visit last year? *Willersey Castle*
What other visits does your school organise? *This should be our school's only residential after this academic year.*

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:
.....
.....



Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

22nd - 26th April

manor adventure

COURSE REPORT FORM

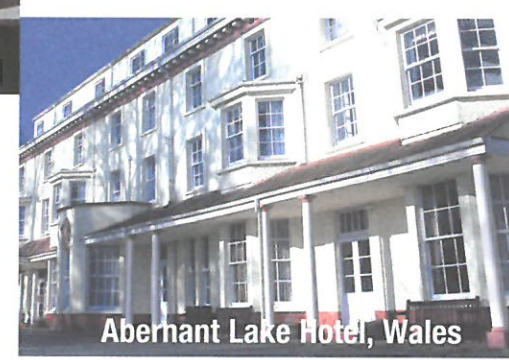
For



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: Willesley Castle DATES: 22-04-24 - 26-04-24
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?
.....

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? Not done this year as we came in October 2022

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Teacher showers lacked pressure

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

Standard of Furnishing? 1

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? More seating when other schools are here or stagger times more so there's enough space*

* Currently reviewing seating arrangements and times to give more time between sittings.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? 26-04-24

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Georgia, Tomas, Jayden, Matty, John, Beth, Tristen & Paul.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1 - although axe throwing was very hard with the new boards.

What were your pupil's favourite outdoor pursuits? Canoeing/kayaking, aeroball zipwire, rifles

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

Quad biking

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

N/A

* Axe throwing targets replaced with softer wood
26/04/2024