


SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ... All of it, Timings  
Perfect which meant not too long waiting/downtime

Which aspect of your stay was least enjoyed? ... None - just maybe  
Busn craft too long and perhaps too structured  
Give children to opportunity to build their own dens?

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

Will you be considering a further visit with Manor Adventure? ... Yes definitely

Have you any further general comments which you feel would be useful to us?  
A massive thank you to everyone - instructions,  
Kitchen staff, office staff, maintenance !!  


Where did you hear of Manor Adventure? ... Google search

What were the reasons for choosing Manor Adventure? ... Kingswood was  
too big for us so we looked for a smaller  
friendlier site - and we found it right here!!

Which centre did you visit last year? ... Kingswood - Doncaster

What other visits does your school organise? ... London Trip,  
First Night Away - Thornbyodge

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

17<sup>th</sup> - 19<sup>th</sup> April

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: WILLERSEY DATES: 17 - 19 APRIL 24

NAME OF ACCOMMODATION: WILLERSEY 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?

CAN'T REMEMBER IF THERE WAS ANY PRICING

If you had a visit from one of our School Journey Advisors: I VISITED THE CENTRE

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: ..... 1

Room Allocation: ..... 1 Introductory Talk: ..... 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 2/3

Washing & Toilet Facilities: ..... 3 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 2 Catering: ..... 1

Were there any accommodation problems? ..... SHOWERS NOT GREAT

TO BE HONEST

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

Standard of Furnishing? ..... GOOD

### SECTION 4: Meals

Were the meals of an adequate standard? ..... WONDERFUL, SUPERS CHOICES

Was there enough to eat? ..... YES PLenty

Was the food served promptly? ..... ABSOLUTELY!

Were all dietary requirements catered for? ..... YES, THANK YOU.

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

Any other comments? ..... BEST FOOD EXPERIENCE ON A RESIDENTIAL, THANK YOU.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?

ALL AMAZING, I WILL TRY TO REMEMBER NAMES: MELLY, SARAH, CHRIS, MATTY, JOHN, JAYDEN

How do you rate the outdoor pursuits? ..... 1 - FANTASTIC

How do you rate the outdoor pursuit equipment? ..... 1

What were your pupil's favourite outdoor pursuits? ..... ZIP WIRE, HIGH ELEMENTS, RIFES, GRASS SUDGE, CLIMBING, ARCHERY

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

ARCHERY WOULD BE A GREAT ADDITION

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

A DOUBLE SESSION FOR BUSH CRAZY WAS TOO LONG