

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: Hillersley Castle DATES: 5.07.24

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? Yes

How could we improve our website, www.manoradventure.com?

More photos

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Yes

How professional was the Presentation Evening? Did not receive

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Good

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

Preview visit to the centre? Good

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Good Catering: Good

Were there any accommodation problems? Showers were too hot

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

Standard of Furnishing? Good - some broken windows*

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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Yes Professional: Yes

Which Instructors were motivating / clear / enthusiastic?

Yes

How do you rate the outdoor pursuits? Good

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Zip wire

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

3G Swiney

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

Some of the rules were contradictory e.g. no coats during a disco *Teacher spoken too on why the closed footwear must be worn on a disco CAttenderson 11/24

Weds 3rd - Fri 7th July

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The grounds were beautiful*

Which aspect of your stay was least enjoyed?

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

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?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year?

What other visits does your school organise?

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

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COURSE REPORT FORM

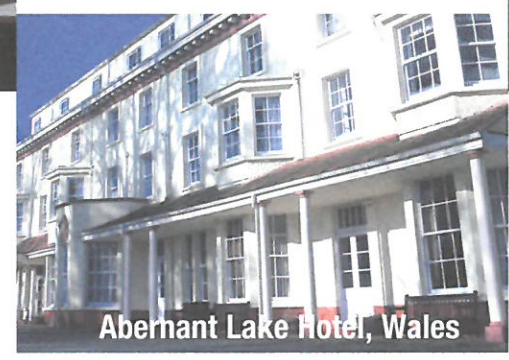
For



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