

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: Willesley Castle PARTY LEADER: Willesley Castle
CENTRE: Willesley Castle DATES: Mon 1st - Wed 3rd July
NAME OF ACCOMMODATION: Willesley Castle 2nd floor

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?

Provide more details about activities e.g. We all brought money but didn't realise team trail is where they can spend it. / Campfire - didn't realise we could purchase marshmallows.

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

How professional was the Presentation Evening? Very informative

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 - excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 - excellent Fire Drill: 3-bit manic as we were unsure what route to take leaving accommodation as we had only just got to rooms so ended up a little lost!

Room Allocation: 2 - Very good Introductory Talk: 2 - very good

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 - Excellent Teacher Accommodation: 1 - excellent Best I've ever stayed in!

Washing & Toilet Facilities: 1 - Excellent Cleanliness / Hygiene: 2 - excellent

The Grounds: 1 - Excellent Catering: 1 - excellent

Were there any accommodation problems? Some teachers were a little far away from pupils but nothing we didn't work out/ manage.

Can be tricky for teachers to keep checking in rooms with those locks!
Standard of cleanliness / tidiness? (teacher & pupil) Superb - felt like a fancy hotel!

Standard of Furnishing? fantastic

SECTION 4: Meals

Were the meals of an adequate standard? Excellent, lots to choose from.

Was there enough to eat? Portions were fantastic

Was the food served promptly? Absolutely, always on time

Were all dietary requirements catered for? Yes! And still lots to choose from for those children

How do you rate the packed lunches? N/A

Any other comments? Lunch/food team were superb! professional, attentive and lovely to talk to! Thankyou!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 (excellent) Professional: 2 - Very good

Which Instructors were motivating / clear / enthusiastic? - definitely Always best to read Behaviour notes before having a group though. Especially when addressing an issue - some children can be easily find it tricky to identify & recognise a tone in voice instruction - especially if not explicitly clear. Best to check in with staff before activity
Fantastic - The climbing wall - wow!!!

How do you rate the outdoor pursuit equipment? 1 - Excellent
(The 2 instructors on the zipwire made a very scared teacher feel super supported) - Thankyou.

What were your pupil's favourite outdoor pursuits? Aeroball, rifle shooting & canoeing

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? Manor Olympics could involve more range of activities maybe like an actual "Olympics"

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Definitely the grounds. What a stunning place!*

Which aspect of your stay was least enjoyed? *Manor Olympics was probably the least thrilling, exciting & engaging.*

How do you rate the overall product on a value for money basis? *1 - Excellent*

Will you be considering a further visit with Manor Adventure? *Absolutely. Best residential I've been on! (And there's been alot!)*

Have you any further general comments which you feel would be useful to us? *SO THANK YOU! :)*

I would definitely recommend a shop full of stationery, key rings etc. for the children to buy things to remember their visit to Willemsley Castle

Where did you hear of Manor Adventure? *N/A*

What were the reasons for choosing Manor Adventure? *plenty of options, accommodation, location*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Year 3/4 residential*

SECTION 7 *→ will recommend to our trust!*

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? *N/A*

Name: Name:

Address: Address:

manor adventure

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Mon 1st - Weds 3rd

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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