

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: 10th - 12th July

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?
WEBSITE EASY TO NAVIGATE

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

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)? FAB (1)

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

Preview visit to the centre? N/A

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) Catering: (2)

Were there any accommodation problems? No - and we had

last minute changes, which were accomodated

Standard of cleanliness / tidiness? (teacher & pupil) Very Good - always tidying

Standard of Furnishing? Clear, well kept

SECTION 4: Meals

Were the meals of an adequate standard? Yes - plenty of choice

Was there enough to eat? Good portion size and options

Was the food served promptly? always

Were all dietary requirements catered for? yes

How do you rate the packed lunches? N/A

Any other comments? Unfortunately on Tuesday, as* were last, options were limited.

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 of them - very professional

How do you rate the outdoor pursuits? Good selection and more choice since last visit.

How do you rate the outdoor pursuit equipment? very well maintained - gloves/knee pads a little smelly!

What were your pupil's favourite outdoor pursuits?

Grass Sledge Canoe/Kayak Axe-throwing

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

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

aeroball - can be tricky when they are not competitive and only 4 play at a time.

10⁺ - 12⁺ June

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? activities

Which aspect of your stay was least enjoyed?

Disco - think it was our children

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

2

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?

All staff are always helpful and welcoming

Where did you hear of Manor Adventure? Been since you opened

What were the reasons for choosing Manor Adventure?

Range of activities
friendly staff

Which centre did you visit last year? Willersley Castle

What other visits does your school organise? local trips

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

manor adventure

COURSE REPORT FORM

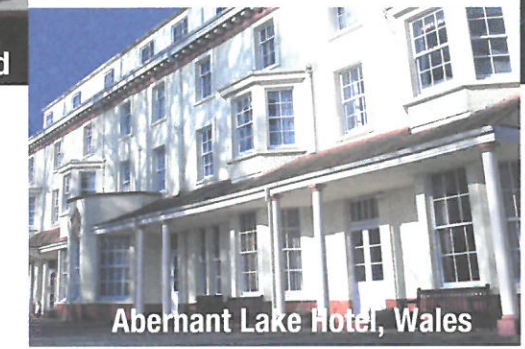
For



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