

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: 10/06 - 14/06

NAME OF ACCOMMODATION: Camping Village

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?

Find photos of accommodation easily

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 5 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 4 - Weather

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 1

Were there any accommodation problems? Weather made it

difficult as nowhere to dry anything near camp + showers were cold sometimes

Standard of cleanliness / tidiness? (teacher & pupil) (not the centres fault!)

all clean ;

Standard of Furnishing? Good ;

### SECTION 4: Meals

Were the meals of an adequate standard? Brilliant! 1.

Was there enough to eat? Yes! ; 1

Was the food served promptly? Yes ; 1

Were all dietary requirements catered for? Yes.

How do you rate the packed lunches? Didn't have them

Any other comments? sometimes there wasn't any where to sit straightaway

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1 super!

Which Instructors were motivating / clear / enthusiastic?

Georgia Molly Hayden were fantastic. Also Adam and Stuart + Elle ;

How do you rate the outdoor pursuits? Fabulous ; 1

How do you rate the outdoor pursuit equipment? Great ; 1

What were your pupil's favourite outdoor pursuits? kayaking, Rifle shooting, Fencing, Aeroball

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?

Maybe indoor warm showers where they don't turn off.



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *How busy it was - they were never bored.*

Which aspect of your stay was least enjoyed? *Lack of*

*warm communal space for camping when it is cold. Staff showers cold*

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

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? *Online*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *We didn't*

What other visits does your school organise?

*Outdoor adventure trips and retreat.*

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  
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*10<sup>th</sup> - 14<sup>th</sup> June (Tents).*

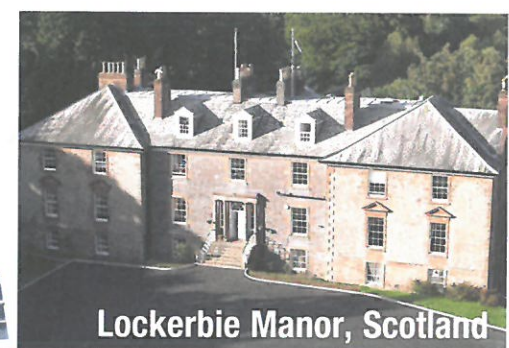
# manor adventure

## COURSE REPORT FORM

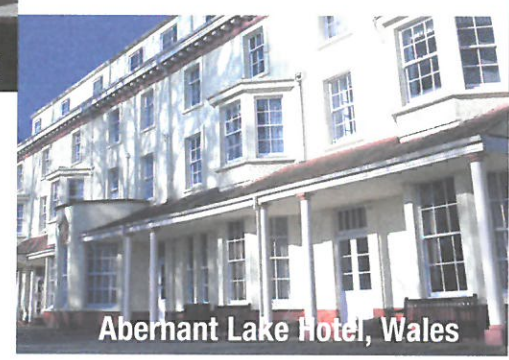
For



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