

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities*

Which aspect of your stay was least enjoyed? *Heating not being able to be regulated on the first night*

How do you rate the overall product on a value for money basis? *8/10*

Will you be considering a further visit with Manor Adventure? *Absolutely*

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Different 'feel' & choice to other trips*

Which centre did you visit last year? *Willersley*

What other visits does your school organise? *P&L, Paris*

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: *S* Name:

Address: Address:

manor adventure

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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

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: DATES: 1.5.24 - 3.5.24

NAME OF ACCOMMODATION: Willersley 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?
N/A

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

Room Allocation: Great Introductory Talk: Great

SECTION 3: Centre Facilities:

Pupil Accommodation: Great Teacher Accommodation: Great

Washing & Toilet Facilities: Great Cleanliness / Hygiene: Great

The Grounds: Super Catering: OK

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) What you would expect

Standard of Furnishing? What you would expect

SECTION 4: Meals

Were the meals of an adequate standard? They were OK, some not as 'child friendly' as they've been in the past

Was there enough to eat? There was plenty

Was the food served promptly? perfect

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Although catered for, children who didn't like the food on offer were only offered a cheese or ham sandwich. In the past there was always something more substantial offered to them.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 10/10 Professional: 10/10

Which Instructors were motivating / clear / enthusiastic?
Tom, Matty and Georgie, although everyone was good

How do you rate the outdoor pursuits? Liked by all

How do you rate the outdoor pursuit equipment? Great

What were your pupil's favourite outdoor pursuits? Grass sledging, canoe, axe-throwing, zip-wire

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?