

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staff and food*

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

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

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

Have you any further general comments which you feel would be useful to us?
We thought the shop was expensive but and the children were hoping for more souvenirs

Where did you hear of Manor Adventure? *Website*

What were the reasons for choosing Manor Adventure? *Price and location to our school*

Which centre did you visit last year? *Willersley Castle*

What other visits does your school organise? *Residentials, day 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

8-10 Mar

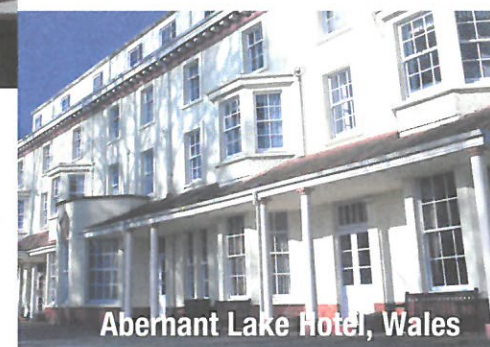
manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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: Willersley Castle DATES: 8-10th May 2024
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?
More pictures of each activity

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: Very good Teacher Accommodation: Good
not much room for luggage/storage

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent
(for camping)

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? We couldn't get the lights to work in teacher lounge toilets (might be our error)

Standard of cleanliness / tidiness? (teacher & pupil) Far... camping, it was very clean when we arrived

Standard of Furnishing? Beds and mattresses were good

but need more/brighter lights in tents and maybe on campsite.

Rectified Chris(HOC) 10-05-24

Rectified - Chris(HOC) 10-05-24

SECTION 4: Meals

Were the meals of an adequate standard? Fantastic meals, so many choices and catered for the allergies and dietary requirements.

Was there enough to eat? Yes definitely! Portions were great for teachers too.

Was the food served promptly? Yes!

Were all dietary requirements catered for? We were really impressed with the organisation, signage and distribution of landing yards. It put us at ease.

How do you rate the packed lunches? N/A

Any other comments? The teachers were really excited for the meals especially the breakfast!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

The instructors made this trip! They were so enthusiastic and safety conscious. Teachers were able to hand over to staff with no concerns.

How do you rate the outdoor pursuits? 8/10 Good range, well

planned and organised, lots of equipment available

How do you rate the outdoor pursuit equipment? 8/10 some of the knee/elbow pads were a bit worn and blind folds

What were your pupil's favourite outdoor pursuits? Climbing, Campfire, Aeroball, Zip line

Are there any new outdoor pursuits you would like Manor Adventure to offer? Animals, freetime areas e.g. football pitch, basketball hoop, lazer tag, quadbiking?

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