

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ... Friendly staff
Zip wire, ~~being~~ having the ballroom available so we could gather altogether easily.

Which aspect of your stay was least enjoyed? ... Climbing with 2 groups combined (16 children) meant each child only had one go.

How do you rate the overall product on a value for money basis? ... 3

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?

• Thank you so much to Annie for buying a toothbrush for a child who had forgotten his.
• Adult/Visitor name badges difficult to wear - lanyards would be useful.

Where did you hear of Manor Adventure? ... We came 2 years ago.

What were the reasons for choosing Manor Adventure? ... location and the offer of activities.

Which centre did you visit last year? ... ~~Wilt~~ Willesley Castle 2 years ago.

What other visits does your school organise? ... Topic trips eg Romans, Stone Age/bronze/iron

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

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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: 8th - 10th May 2024
NAME OF ACCOMMODATION: Main 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? 1

How could we improve our website, www.manoradventure.com?

I found it very useful

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?

NA. been before so didn't do

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 3 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No major issues but

room 14 is a little detached and isolated than the plan indicates.

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 3

Was the food served promptly? 3

Were all dietary requirements catered for? 2

How do you rate the packed lunches? N/A

Any other comments? Perhaps having a loaf of bread and toaster available in the evening for any hungry children 8-9 pm.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Molly + Ella - good level of authenticity with enthusiasm + warmth
John's evening walk talk very interesting and engaging
Charlie was very encouraging with a reluctant child

How do you rate the outdoor pursuits? 3

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Zip line

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?

* Reviewing floor plans to rectify the room showing as a detachment 10.05.24 Chris (HOC)