

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ...TEACHERS WHO WERE LOCATED AFTER THANKS

Which aspect of your stay was least enjoyed? ...IT'S A BIT OF A MAZE, TRICKY TO MANAGE THE KIDS IN DOWNTIME

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

Will you be considering a further visit with Manor Adventure? ...I WOULD RECOMMEND IT TO THE SCHOOL BUT I PERSONALLY WON'T BE RUNNING IT (OTHER COMMITMENTS)

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

Where did you hear of Manor Adventure? ...COLLEAGUE

What were the reasons for choosing Manor Adventure? ...COLLEAGUE RECOMMENDATION

Which centre did you visit last year? ...-

What other visits does your school organise? ...2 x SKI TRIPS, FULL DANCE PROGRAMME, BATTLEFIELDS, PARIS, LONDON, PORTUGAL, ITALY

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? ...NO SORRY :)

Name: Address: Name: Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

26-28 April

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: WILMERSLEY CASTLE DATES: 26 - 28 / 4 / 24  
NAME OF ACCOMMODATION: .....

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?  
DOES THE JOB

If you had a visit from one of our School Journey Advisors:  
Did he provide a fair description of our centre and product? ~~YES~~  
How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?  
Customer Services (Bookings, payments, support)? 1 EXCELLENT - VERY HELPFUL AND SUPPORTIVE  
Operations (Rooming, outdoor pursuit programmes, support)? 1 DELIVERED EXACTLY WHAT WAS REQUESTED  
Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 2 GOOD Fire Drill: 2 GOOD  
Room Allocation: 2 GOOD Introductory Talk: GOOD 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... Teacher Accommodation: .....  
Washing & Toilet Facilities: ..... Cleanliness / Hygiene: 2  
The Grounds: 1 Catering: .....  
Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) 2  
Standard of Furnishing? 3 IT'S A TIRED OLD HOTEL BUT PERFECTLY SUITABLE FOR CURRENT USE

### SECTION 4: Meals

Were the meals of an adequate standard? YES  
Was there enough to eat? YES  
Was the food served promptly? YES  
Were all dietary requirements catered for? YES - LANYARDS A GOOD IDEA  
How do you rate the packed lunches? N/A  
Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?  
Helpful: 1 Professional: 1  
Which Instructors were motivating / clear / enthusiastic?  
EXCELLENT TEAM, ENTHUSIASTIC, KNOWLEDGEABLE, GREAT WITH THE KIDS  
How do you rate the outdoor pursuits? 1  
How do you rate the outdoor pursuit equipment? 1  
What were your pupil's favourite outdoor pursuits? CANOE / KAYAK VERY POPULAR, AS WELL AS HIGH ELEMENT CHALLENGE  
Are there any new outdoor pursuits you would like Manor Adventure to offer? NO  
Do you have any suggestions on how we could improve our product or outdoor pursuits? NO