

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: 14th - 17th MAY 24

NAME OF ACCOMMODATION: The Mews

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 - ALL INFO INCLUDED

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

DIDN'T REALLY USE THE WEBSITE

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

N/A

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)? 1 - ALL RAN SMOOTHLY

Operations (Rooming, outdoor pursuit programmes, support)? IT WAS NOT CLEAR THAT WE MAY BE

Preview visit to the centre? N/A ALLOCATED THE MEWS AND WE WERE CONCERNED PUPILS/PARENTS WOULD

SECTION 2: Arrivals

General Welcome: 2 BE DISAPPOINTED - BUT WE REALLY LIKED THE MEWS AND NEEDN'T HAVE WORRIED AT ALL. Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2 MENU WAS DIFFERENT TO ONE GIVEN TO US FOR SOME MEALS

Were there any accommodation problems? THE "DAYNA ROOM IS NOT ADEQUATE

FOR DRYING CLOTHES. WITH WET WEATHER THIS IS ESSENTIAL COMMUNAL AREA ADEQUATE BUT COULD BE IMPROVED TO MAKE

Standard of cleanliness / tidiness? (teacher & pupil) THE MEWS ACCOMMODATION AREA IS REQUIRED, IF POSSIBLE IN THE FUTURE, EVEN BETTER. ALSO A STAFF

Standard of Furnishing? VERY GOOD FOR A RESIDENTIAL EXPERIENCE

WE WERE WORRIED ABOUT BEING ALLOCATED THE MEWS ACCOMMODATION BUT IT WAS EXCELLENT TO HAVE OUR OWN AREA AND SPACE! :)

SECTION 4: Meals

Were the meals of an adequate standard? YES - THANK YOU

Was there enough to eat? YES - AND STAFF WELCOMED PUPILS HAVING SECONDS IF REQUIRED

Was the food served promptly? YES

Were all dietary requirements catered for? YES - (WE DID HAVE ONE

EXTREMELY PICKY EATER AND WERE ADVISED TO BRING OWN FOOD)

How do you rate the packed lunches? N/A

Any other comments? STAFF WERE REALLY LOVELY WITH PUPILS - THANK YOU! :)

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1 fantastic! Thank you!

Which Instructors were motivating / clear / enthusiastic?

MOLLY / ELLA / TRISTON / PAUL / ELLIE / REECE / GEORGINA + JOHN (CAMPFIRE)! ALL TUBING INSTRUCTORS WERE EXCELLENT

How do you rate the outdoor pursuits?

1 - ALL EXCELLENT. INSTRUCTORS WERE CLEAR + MOTIVATING AND FUN WITH PUPILS!

How do you rate the outdoor pursuit equipment?

2 - SOME WAS A BIT DAMP + SMELLY BUT THAT CAN'T BE HELPED!

What were your pupil's favourite outdoor pursuits?

River Tubing! GRASS SLEDGING / RIFLE SHOOTING / CLIMBING / BLIND TRAIL

Are there any new outdoor pursuits you would like Manor Adventure to offer?

IT'S A REALLY GOOD OFFER - A LONGER ICAYAIL OR CANOEING FURTHER ALONG THE RIVER

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

KEEP DOING WHAT YOU DO :)) - IT'S GREAT HERE THAN ALL GAMES.

SECTION 6: Overall Assessment

THE CENTRE MANAGER AND STAFF ARE ABSOLUTELY FANTASTIC.

Which aspect of your stay was most enjoyed? THE RAINY DAY - BUT A PRICE WORTH PAYING FOR THE GREEN SPACE HERE.

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? 1

Will you be considering a further visit with Manor Adventure? YES - LOOKING FORWARD TO NEXT YEAR.

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

Where did you hear of Manor Adventure? VISIT FROM MIKE

What were the reasons for choosing Manor Adventure? FACILITIES AND PREVIOUS EXPERIENCES.

Which centre did you visit last year? WILLERSLEY CASTLE

What other visits does your school organise? 45 RESIDENTIAL - CURRENTLY TO ESSEX OUTDOORS

SECTION 7

I HAVE RECOMMENDED MANOR ADVENTURE TO SEVERAL

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? HEADTEACHERS.

Name: Name:

Address: Address:

manor adventure

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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