

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The whole week was very enjoyable, All the walks were interesting*

Which aspect of your stay was least enjoyed?

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

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?

The proximity of the rail station in Cromford may prove to be quicker and cheaper than coaches.

Where did you hear of Manor Adventure? *We have used the company for 12 years.*

What were the reasons for choosing Manor Adventure? *Their attention to safety and training their staff. The friendliness and comparatively family - small size ~~locations~~ -*

Which centre did you visit last year? *Chateau Warsy.*

What other visits does your school organise? *-Year 3- Inight- local survival, nature Year 4 Science based Juniper Hall Box Hill. Year 5. Chateau Warsy Brutel.*

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
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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 Brutel



Le Château du Brutel, 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: 13th - 17th May 2024
NAME OF ACCOMMODATION: Top floor of the 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? - Our pre visit was excellent.
How could we improve our website, www.manoradventure.com?
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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)? Excellent Jane+Annie
Operations (Rooming, outdoor pursuit programmes, support)? Excellent
Preview visit to the centre? Excellent

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: ①
Room Allocation: Excellent Introductory Talk: ①

SECTION 3: Centre Facilities:

Pupil Accommodation: ① Teacher Accommodation: ①
Washing & Toilet Facilities: ① Cleanliness / Hygiene: ①
The Grounds: ① Catering: ①

Were there any accommodation problems? No - extra room allocated when we asked -

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

Standard of Furnishing? - Very good -
Water pressure was a little low on top floor -
Teacher room Shower.

SECTION 4: Meals

Were the meals of an adequate standard? Yes - Lots of choice

Was there enough to eat? Yes - seconds were offered.

Was the food served promptly? Yes.

Were all dietary requirements catered for? - yes - the lanyards proved to be a good alternative to tickets

How do you rate the packed lunches? N/A.

Any other comments? The administration and housekeeping were very helpful.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

Molly - was very good - Trister - kayaking/canoeing, water tubing.

How do you rate the outdoor pursuits? Excellent - river tubing was

great - perhaps paddle boarding to make more use of the river.

How do you rate the outdoor pursuit equipment? Well maintained and in excellent condition

What were your pupil's favourite outdoor pursuits? river tubing - Zip wire

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

paddle boarding.

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