

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: 13-15 May 2024
NAME OF ACCOMMODATION: Willersley Castle - Dorms

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?

Few more updated accommodation photos - The rooms were better than photos!!

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

Did he provide a fair description of our centre and product? 2

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

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? None

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

Incredibly clean and tidy - noticed by all staff.

Standard of Furnishing? 1

Exactly as is needed for a school group.

SECTION 4: Meals

Were the meals of an adequate standard? 1

Again, ideal for school groups.

Was there enough to eat? 1 - plenty at all meal times.

Was the food served promptly? 1 - Never queuing for long.

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Quality and variety of food was excellent.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Tristan was clear with arrival talk with myself.

Sarah - enthusiastic with groups.

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1 - Equipment all seemed

New or Nearly New.

What were your pupil's favourite outdoor pursuits? Zip wire + Canoeing.

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

Double Canoeing session - just didn't seem long enough.

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

The complex (and some other activities) seemed to be aimed more at primary school children.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The clear information given on timings etc. - Staff room!*

Which aspect of your stay was least enjoyed? *None.*

How do you rate the overall product on a value for money basis? *1 - Excellent value.*

Will you be considering a further visit with Manor Adventure? *Yes - 100%*

Have you any further general comments which you feel would be useful to us?
Sometimes the time between activities was too long, but understandable due to the need to change clothes sometimes.

Where did you hear of Manor Adventure? *Google.*

What were the reasons for choosing Manor Adventure? *Price, Available dates.*

Which centre did you visit last year? *N/A.*

What other visits does your school organise? *Skis - Battlefields - Longman 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

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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