

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: COCKERBIE ..... DATES: 1-3 Dec 2021 .....

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? ..... 2 .....

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

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)? ..... 2 .....

Operations (Rooming, outdoor pursuit programmes, support)? ..... 1 .....

Preview visit to the centre? ..... N/A .....

### SECTION 2: Arrivals

General Welcome: ..... 1 ..... Fire Drill: ..... 2 .....

Room Allocation: ..... 1 ..... Introductory Talk: ..... 2 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 ..... Teacher Accommodation: ..... 3 .....

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 2 .....

The Grounds: ..... 2 ..... Catering: ..... 1 .....

Were there any accommodation problems? ..... No .....

Standard of cleanliness / tidiness? (teacher & pupil) ..... Really good .....

Standard of Furnishing? ..... As you would expect for a youth hostel .....

### SECTION 4: Meals

Were the meals of an adequate standard? ..... They were fantastic .....

Was there enough to eat? ..... More than enough .....

Was the food served promptly? ..... Yes, service was very good .....

Were all dietary requirements catered for? ..... Yes - nut allergy got different pudding .....

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: ..... 2 ..... Professional: ..... 1 .....

Which Instructors were motivating / clear / enthusiastic?

..... Mostly a couple of instructors were positive .....

How do you rate the outdoor pursuits? ..... Brilliant, team games was weak, the other activities were fantastic .....

How do you rate the outdoor pursuit equipment? ..... Excellent .....

What were your pupil's favourite outdoor pursuits? ..... There was a mix of favourites - all positive .....

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? ..... No .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? .....

*Working together*

Which aspect of your stay was least enjoyed? .....

*Team games*

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? .....

*Yes*

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

*All mentioned above*

Where did you hear of Manor Adventure? *Previous adverts & visit from  
maise of staff*

What were the reasons for choosing Manor Adventure? *Price, availability of dates, location, activities offered*

Which centre did you visit last year? *Gilrathmar (or Edinburgh <sup>Covid</sup> stopped)*

What other visits does your school organise? *Scarborough, Newcastle,  
Birdoswald, Ratingale, Skiddaw house, Ennedale*

**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: *N/A* Name: .....

Address: ..... Address: .....

**manor adventure**

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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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