

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: LOCKERBIE MANOR DATES: 24-26 NOVEMBER 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? 1. USEFUL FOR FIRST VISIT.
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)? 1 - EASY TO CONTACT.
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? 1 - 2 VISITS - STAFF AND ANXIOUS PUPIL

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 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+ (BEST WE HAVE HAD ANYWHERE!)
Were there any accommodation problems? SMALL MAINTENANCE PROBLEMS - REPAIRED QUICKLY

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

SECTION 4: Meals

Were the meals of an adequate standard? 1 - EXCELLENT
Was there enough to eat? 1 - YES
Was the food served promptly? 1 - YES
Were all dietary requirements catered for? 1 - A SEPERATE OR PROMPT FOR TEACHER DIETRY IN ADVANCE WOULD HELP (1 FORGOT TOO)
How do you rate the packed lunches? N/A
Any other comments? EXCELLENT - ALL HAPPY AND FULL!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1
Which Instructors were motivating / clear / enthusiastic?
ALL OF THEM - SUPPORTED PUPILS WITH ADDITIONAL NEEDS

How do you rate the outdoor pursuits? 1/2
How do you rate the outdoor pursuit equipment? 1
What were your pupil's favourite outdoor pursuits? NIGHT LINE - OBSTACLE COURSE - WALK

Are there any new outdoor pursuits you would like Manor Adventure to offer? GYM CLIMB
Do you have any suggestions on how we could improve our product or outdoor pursuits? INSTRUCTIONS FOR CANOE TOO SHORT - PUPILS NOT GIVEN SKILLS TO GUIDE CANOE / KAYAK PROPERLY

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? INTERACTING WITH CHILDREN IN DIFFERENT SCENARIO

Which aspect of your stay was least enjoyed? NOTHING - I HAVE HAPPY CHILDREN!

How do you rate the overall product on a value for money basis? VERY GOOD - 2

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?

WE HAVE REALLY ENJOYED IT. CHILDREN HAVE NOTHING BUT PRAISE. (EXCEPT ONE WANTED THE LAKE HEATED!!) THANK YOU FOR THE EXTRAS - HOT CHOCOLATE - CAKE CUTTING.

Where did you hear of Manor Adventure? GOOGLE SEARCH / LEAFLET

What were the reasons for choosing Manor Adventure? AVAILABILITY FOLLOWED BY SUCCESSFUL INITIAL VISIT.

Which centre did you visit last year? 2019 FORD CASTLE

What other visits does your school organise? STEM VISITS, SPORTING, HISTORY BUT ALL LOCAL DAY VISIT.

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
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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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