

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 DATES: 3-5 NOV 2021
NAME OF ACCOMMODATION: A-FLOOR

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? Very.

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

Possibly, a more centre-specific area with photos etc.

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

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)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? Excellent

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent Teacher Accommodation: Good

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? TEACHER ROOM (A06)

had a smell of drains.

Standard of cleanliness / tidiness? (teacher & pupil) Clean throughout.

.....

Standard of Furnishing? Excellent.

.....

SECTION 4: Meals

Were the meals of an adequate standard? Yes.

Was there enough to eat? Absolutely - seconds every meal!

Was the food served promptly? Very.

Were all dietary requirements catered for? Yes.

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: Very Professional: Very.

Which Instructors were motivating / clear / enthusiastic?

Worked mostly with Lewis, but all were fab.

How do you rate the outdoor pursuits? Excellent.

How do you rate the outdoor pursuit equipment? Mostly excellent,

couple of arrows missing fletchings.

What were your pupil's favourite outdoor pursuits? Zipwire + kayaking.

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

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

.....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Really easy to plan and jam packed with activities.*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *Excellent - could not fault it.*

Will you be considering a further visit with Manor Adventure? *Yes will book in for 2 years time.*

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

Where did you hear of Manor Adventure? *Previously used.*

What were the reasons for choosing Manor Adventure? *High standard of accomodation, instruction, all activities on site.*

Which centre did you visit last year? *Lockerbie (2019)*

What other visits does your school organise? *Usual range of museums etc.*

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

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