

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: Locherbie Manor DATES: 18-22<sup>nd</sup> Oct.

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

How could we improve our website, www.manoradventure.com?  
..... 1

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

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

How professional was the Presentation Evening? ..... NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? ..... 1

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

Preview visit to the centre? ..... NA

**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

Were there any accommodation problems? .....

..... None!

Standard of cleanliness / tidiness? (teacher & pupil) ..... Perfect! All clean & tidy. Teacher rooms were great!

Standard of Furnishing? ..... Great. Everything we could ask for.

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... Fantastic dishes. All very happy.

Was there enough to eat? ..... Plenty. Stay here great with offering more and always with a smile.

Was the food served promptly? ..... Always.

Were all dietary requirements catered for? ..... Yes.

How do you rate the packed lunches? ..... NA

Any other comments? ..... Very good for slight changes in menu. Always came to check if the following day's food was ok.

**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! My class loved Chloe and Scott! Adam was fantastic. Very professional throughout.

How do you rate the outdoor pursuits? ..... 1 - Great range and always carried out professionally.

How do you rate the outdoor pursuit equipment? ..... 1 - New, clean and suitable for all ages/standards.

What were your pupil's favourite outdoor pursuits? ..... All water activities, abseiling

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

..... No.

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

..... Make scavenger hunt a little more competitive to motivate all children to stay engaged.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it. Seeing the children taking on different challenges every day.*

Which aspect of your stay was least enjoyed? *(NA)*

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

Will you be considering a further visit with Manor Adventure? *Without doubt!*

Have you any further general comments which you feel would be useful to us?  
*I'd just like to thank you and your staff for a fantastic week. They are a credit to the company and a pleasure to work with.*

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *Variety of activities. Structure. En-suites!! Change of location to the usual.*

Which centre did you visit last year? *Baswick*

What other visits does your school organise? *NA*

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: *[scribble]* Name: *[scribble]*

Address: *[scribble]* Address: *[scribble]*

*Thank you from all at Staining Primary!!*

**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