

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: 19-4-22 to 22-4-22

NAME OF ACCOMMODATION: MANOR HOUSE

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?

THE WEBSITE IS INFORMATIVE

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

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A (Had been previously)

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? No, Small suggestion - perhaps ground floor windows shouldn't open fully - possible security issue.

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

Standard of Furnishing? 1-2

### SECTION 4: Meals

Were the meals of an adequate standard? 2 Perhaps make sure there is at least one child-friendly option per meal, however we were pleased the children get to try something different.  
Was there enough to eat? 2

Was the food served promptly? 1

Were all dietary requirements catered for? 1

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: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Chloe, Jazz (Jaffa Cake), Scott, Holly 2, Natalie, James, Jed  
Sorry we can't remember everyone's names - they were all great!

How do you rate the outdoor pursuits? 1 We love outdoor activities.

It's a great experience for our children.

How do you rate the outdoor pursuit equipment? 1

Everything looks well maintained - some new things as well.

What were your pupil's favourite outdoor pursuits? Paddleboarding, High Ropes (love the new course), crate stacking, kayaking

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

We think there's a good mix of activities.

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

We really enjoyed it all. Perhaps some games / activities while the children are waiting for their turn however it's also a good chance for the children to support each other.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE OUTDOOR PURSUITS AND THE STAFF

Which aspect of your stay was least enjoyed? WE ENJOYED IT ALL

How do you rate the overall product on a value for money basis? YES IT IS

COMPARABLE TO OTHER CENTRES BUT ON THE BORDERLINE OF WHAT FAMILIES CAN AFFORD

Will you be considering a further visit with Manor Adventure? YES WE WOULD

LIKE A QUOTE FOR OUR PT CLASS IN APRIL/MAY 2023. WE HAVE A SMALL CLASS OF 19 PUPILS + 2 STAFF

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

GREAT CENTRE - WELL RUN

Where did you hear of Manor Adventure? WEBSITE / OTHER SCHOOLS

What were the reasons for choosing Manor Adventure?

PREVIOUS VISIT

Which centre did you visit last year? No visit last year

What other visits does your school organise? LAPWING LODGE - day trip to take part in team building exercises

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? N/A

Name: Name:

Address: Address:

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Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

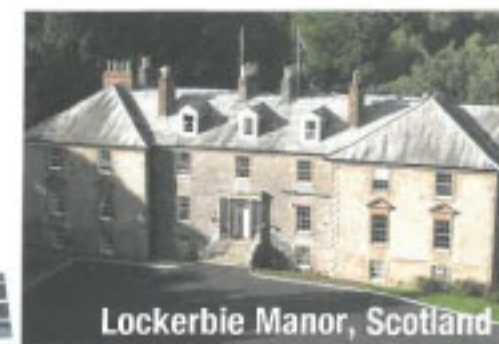
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COURSE REPORT FORM

For



Culmington Manor, England



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