

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: 07/11 - 09/11 .....

NAME OF ACCOMMODATION: POP VILLAGE .....

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? ..... N/A .....

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

How did you rate our pre-visit administration?  
Customer Services (Bookings, payments, support)? .....  
Operations (Rooming, outdoor pursuit programmes, support)?.....  
Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: ..... 3 ..... Fire Drill: ..... 3 .....  
Room Allocation: ..... ~~4~~ 2 ..... Introductory Talk: ..... 4 .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 3 ..... Teacher Accommodation: ..... 3 .....  
Washing & Toilet Facilities: ..... 3 ..... Cleanliness / Hygiene: ..... 2 .....  
The Grounds: ..... 2 ..... Catering: ..... 4 .....

Were there any accommodation problems? ..... NO .....

Standard of cleanliness / tidiness? (teacher & pupil) ..... 2 .....

Standard of Furnishing? ..... 3 .....

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 4 .....

Was there enough to eat? ..... DEFO 1 .....

Was the food served promptly? ..... YES 1 .....

Were all dietary requirements catered for? ..... YES 2 .....

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: ..... 3 .....

Which Instructors were motivating / clear / enthusiastic?  
..... SCOTT .....

How do you rate the outdoor pursuits? ..... 4 .....

How do you rate the outdoor pursuit equipment? ..... 3 .....

What were your pupil's favourite outdoor pursuits? ..... ABSEILING .....

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?  
..... PROMPT ARRIVAL OF INSTRUCTORS .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? POD VILLAGE

Which aspect of your stay was least enjoyed? WEATHER

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

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?

*Instructors should be aware of trauma-informed approaches and use the introductory part of sessions to establish rapport, supportive, clarity of boundaries.*

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? Local - tried + tested

Which centre did you visit last year? LOCKERBIE

What other visits does your school organise? .....

**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**

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# manor adventure

## 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