

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: Lockett Manor DATES: 23/11 → 25/11
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? 3

How could we improve our website, www.manoradventure.com?
Portal to add information too

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? 1

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 5

Room Allocation: 3 Introductory Talk: 5 - Pupils
4 - Party Leader

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? Heating in some rooms but was rectified.

Standard of cleanliness / tidiness? (teacher & pupil) Brilliant! Very impressed.

Standard of Furnishing? Rooms for sleeping great. Communal rooms a little tired.

SECTION 4: Meals

Were the meals of an adequate standard? More than

Was there enough to eat? Yessss! Plenty

Was the food served promptly? Really efficient.

Were all dietary requirements catered for? Yes. More than

How do you rate the packed lunches? N/A.

Any other comments? Staff were very friendly and accomodating.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Lady on front desk has been amazing.
Helpful: 3 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
Rachel, Ben, Holly, Jack, Scott, Jenny

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits?
Zip line, Kayaking, Orienteering

Are there any new outdoor pursuits you would like Manor Adventure to offer?
Full access on Bargain special programme

Do you have any suggestions on how we could improve our product or outdoor pursuits?
All instructors to have techniques to keep children focused and engaged during whole activity. Some instructor to stay with group.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Range of activities for children and food & other*

Which aspect of your stay was least enjoyed? *Arrival time on first day and arrival introduction rushed. Time for staff to have briefing.*

How do you rate the overall product on a value for money basis? *Very good with 50% discount*

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?

- Water fountain on site that's easy to fill bottles*
- Clear instructions from staff after sessions and what's needed for next session*
- Snacks between activities and before bed*

Where did you hear of Manor Adventure? *Other schools in our Trust*

What were the reasons for choosing Manor Adventure?

*Ability to take 90 children at same time
Activities on offer*

Which centre did you visit last year? *Hawkehurst*

What other visits does your school organise?

44 - Robinwood

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: *N/A* Name:

Address: Address:



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



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