

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: *Lockenbie Manor* ..... DATES: *6-8th July 2022* .....  
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?

*A more detailed overview video of what children can expect - particularly those with additional needs*

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

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)? *1* .....

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

Preview visit to the centre? *n/a* .....

**SECTION 2: Arrivals**

General Welcome: *3* ..... Fire Drill: *4* .....

Room Allocation: *3* ..... Introductory Talk: *4* .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: *3* ..... Teacher Accommodation: *3* .....

Washing & Toilet Facilities: *3* ..... Cleanliness / Hygiene: *3* .....

The Grounds: *1* ..... Catering: *1* .....

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

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

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

**SECTION 4: Meals**

Were the meals of an adequate standard? *1* .....

Was there enough to eat? *Large portion sizes - 1* .....

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

Were all dietary requirements catered for? *1 - Yes, even our 'juniors'*

*eaters were catered for.*

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: *3* ..... Professional: *3* .....

Which Instructors were motivating / clear / enthusiastic?

*JACK, WILL, BEN.*

*very good*

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? *Water activities,*

*obstacle*

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? *The standard of catering the outdoor activities.*

Which aspect of your stay was least enjoyed? .....

.....

How do you rate the overall product on a value for money basis? *2*

.....

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?

*A staff briefing of general info for all staff would have been appreciated. The tuck shop ordering was difficult & time consuming. Some instructors did not fully engage with our children (limited interaction outside of activities).  
Where did you hear of Manor Adventure? *visited previously**

What were the reasons for choosing Manor Adventure? *successful and enjoyable trips previously*

.....

.....

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *city residential,*

*residential for lower key stage 2 and other*

*outdoor pursuits.*

**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  
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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