

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: 8th to 10th July
NAME OF ACCOMMODATION: MAIN MANOR

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? Did not get one

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

ROOMING PLANS TO SEE

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? N/A

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: EXCELLENT Fire Drill: EXCELLENT

Room Allocation: GREAT Introductory Talk: VARIED

SECTION 3: Centre Facilities:

Pupil Accommodation: SOME STAINED MATTRESSES Teacher Accommodation: PERFECT

Washing & Toilet Facilities: GOOD Cleanliness / Hygiene: GOOD

The Grounds: EXCELLENT Catering: GOOD

Were there any accommodation problems? STAINED MATTRESSES, DOOR UNABLE TO LOCK/CLOSE EASILY (ALL)

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

Standard of Furnishing? GOOD

SECTION 4: Meals

Were the meals of an adequate standard? YES - ALL ENJOYED

Was there enough to eat? VERY MUCH SO

Was the food served promptly? YES

Were all dietary requirements catered for? YES MORE CHOICE FOR VEGETARIANS

How do you rate the packed lunches? N/A

Any other comments? Catering staff are wonderful

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: EXCELLENT Professional: EXCELLENT

Which Instructors were motivating / clear / enthusiastic?

Will - Brilliant with students
Lewis, Holly,

How do you rate the outdoor pursuits? EXCELLENT WELL ORGANISED

How do you rate the outdoor pursuit equipment? Obstacle course
Crawling section plank missing - nails visible

What were your pupil's favourite outdoor pursuits? Water ones
high ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer? Go karts, Segways

Do you have any suggestions on how we could improve our product or outdoor pursuits? Activities for playtime or waiting on turns for activity. e.g. nets, footballs.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staff going above & beyond*

Which aspect of your stay was least enjoyed? *Ventilation in rooms
mattresses protectors - needed?*

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

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? *NO*

Where did you hear of Manor Adventure? *previous trips*

What were the reasons for choosing Manor Adventure? *well organised
previous trips, good experience and
close to Carlisle*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Ski trip, Geography trips, Science trips
Spanish trips*

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