

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: LOCKERSBIE MANOR DATES: 25th to 29th JULY 2022
NAME OF ACCOMMODATION: POD VILLAGE 2

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?

MORE INFO SPECIFICALLY ABOUT THE MANOR

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

Did he provide a fair description of our centre and product? 2

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? 2

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 1

Were there any accommodation problems? DRYING ROOM STOPPED WORKING
BUT STAFF HAD SOLUTION

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? 1

Any other comments? DELICIOUS
FOOD WAS SUPERB, DELICIOUS, AMAZING,
Thanks for seconds, Stewart + his team are fantastic,
Cook was friendly and so kind. They all went above + beyond.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? 1

Rosie, Ryan, Niamh, Joe, Will, Scott, Natalie + Andrew,
Chloe as well. - staff could have enthused
them more.
Some of the y.p got a little wretched and needed motivation.
How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Paddleboarding, Kayaking,
abseiling, obstacle course + Fencing.

Are there any new outdoor pursuits you would like Manor Adventure to offer? High Rope,
mountain biking, tree climbing, swimming, football, surfing,

Do you have any suggestions on how we could improve our product or outdoor pursuits?
More getting to know you - team building + ice-breaker
activities so we get to know each others names.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Pods, eating, activities*

Which aspect of your stay was least enjoyed? *Showering, getting changed after activities, some mattresses were uncomfortable*

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

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?

*Fix Mattresses -
Showers flood, Curtains on windows please.
Fix drying Room - it breaks + then works, then breaks.*

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *Location, Price, Activities, accessibility.*

Which centre did you visit last year? *Nowhere (Robinwood in The Past)*

What other visits does your school organise? *Lots of Residential + offsite 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: *Will email their details instead* Name:

Address: Address:

manor adventure

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



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