

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 ..... DATES: 13 - 15 June 2022  
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? YES (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)? 2 .....

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

Preview visit to the centre? N/A .....

### SECTION 2: Arrivals

General Welcome: 3 ..... Fire Drill: 2 .....

Room Allocation: ..... Introductory Talk: .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 ..... Teacher Accommodation: 1 .....

Washing & Toilet Facilities: 2 ..... Cleanliness / Hygiene: 1 .....

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

Were there any accommodation problems? SHARING A FLOOR WITH

ANOTHER SCHOOL PRESENTED SOME CHALLENGES .....

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

Standard of Furnishing? THE ROOMS / FURNISHINGS COULD DO WITH

AN UPDATE - BEDS WERE VERY CREAKY .....

### SECTION 4: Meals

Were the meals of an adequate standard? THE FOOD WAS EXCELLENT,  
GREAT CHOICE, WELL COOKED .....

Was there enough to eat? YES, PLenty TO EAT, PLenty OF  
CHOICE .....

Was the food served promptly? YES, FOOD WAS HOT, AND  
READY WHEN WE ARRIVED .....

Were all dietary requirements catered for? YES - EXCELLENT PROVISION!  
.....

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

Any other comments? It was difficult sometimes to find  
space if other schools were already in to eat some  
Also the yoghurts, waffles etc were 1 per child but ~~the~~  
children didn't see signs  
and ~~eat~~ our school's provision  
ate another

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 ..... Professional: 2 .....

Which Instructors were motivating / clear / enthusiastic?

GROUP 15 THOUGHT WILL / RACHAELLE / JAMES / MARCO WERE  
MOTIVATING / ENTHUSIASTIC / CLEAR / ENCOURAGING. GROUP 16 ALSO  
THOUGHT SCOTT WAS EXCELLENT

How do you rate the outdoor pursuits? GOOD CHOICE OF ACTIVITIES

2 .....

How do you rate the outdoor pursuit equipment? 2 .....

What were your pupil's favourite outdoor pursuits? ZIP WIRE,  
RAFT BUILDING .....

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?

SMALLER GROUPS OR MORE TIME - ON SOME ACTIVITIES  
CHILDREN WERE STANDING AROUND FOR A LONG TIME  
WAITING FOR AN OPPORTUNITY TO TAKE PART



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The food, the bbq*

Which aspect of your stay was least enjoyed? *The challenges of shared accommodation*

How do you rate the overall product on a value for money basis? *4*

Will you be considering a further visit with Manor Adventure? *YES - POSSIBLY*

Have you any further general comments which you feel would be useful to us?  
*PLEASE SEE COMMENTS REGARDING ACCOMMODATION AND ACTIVITY GROUPS.*

*WE WERE ALSO UNAWARE OF GAMES ROOM UNTIL LAST MORNING - A SPACE TO TAKE THE KIDS DURING DOWNTIME*  
Where did you hear of Manor Adventure? *WOULD BE GOOD.*

What were the reasons for choosing Manor Adventure? .....

Which centre did you visit last year? *N/A LAST VISIT IN 2019 TO LEONORIC MUIR*

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: .....



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