

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: DATES: 22-24th June 2022
NAME OF ACCOMMODATION: LOCKERBIE 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? 1

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

Please, please, please put a mirror on the wall in the bedroom! (staff)

Standard of cleanliness / tidiness? (teacher & pupil)

..... 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

..... Fantastic meals, children and staff loved them!

Was there enough to eat? Absolutely!

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? keep up the great job!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

..... Scott, Luke (water activities)

..... Natalie, Ben, Brad

How do you rate the outdoor pursuits? 1

..... Children really enjoyed, all great! see suggestions

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Kayaking, rifles

..... Abseiling, rock climbing, archery, obstacle course

Are there any new outdoor pursuits you would like Manor Adventure to offer?

..... It would be good if some 5 day ^{choices} ~~choices~~ were included on 3 day visits

Do you have any suggestions on how we could improve our product or outdoor pursuits?

..... More instructors, all children only had one turn on abseiling, rock climbing, zip wire (lots of waiting around)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Outdoor pursuits, food*

Which aspect of your stay was least enjoyed? *lots of waiting around as mentioned already*

How do you rate the overall product on a value for money basis? *1*

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?

Just what we have mentioned, everything else is brilliant!

Where did you hear of Manor Adventure? *Word of mouth, been back lots of times*

What were the reasons for choosing Manor Adventure?

All activities on site, safe and welcoming

Instructors helpful, food amazing. A great choice of outdoor pursuits

Which centre did you visit last year? *Last residential was Lockerbie Manor*

What other visits does your school organise?

Robinwood for younger children

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
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