

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 Manor DATES: 24-26 June

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?  
Downloadable parent guide<sup>side show</sup> (rather than more site-specific info / photos / webpage).  
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: ..... 1 Fire Drill: ..... 1

Room Allocation: ..... 1 Introductory Talk: ..... 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 4 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 3 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 3 Catering: ..... 3

Were there any accommodation problems? ..... Rooms very hot, blinds/curtains missing, smelly waste traps in bathrooms (some)

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

Standard of Furnishing? .....  
Fine - 1 bunk broken rung (reported) squeaky beds + door

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... Very meat + basic carb-heavy.

Was there enough to eat? ..... Plenty! Staff v. helpful for fussy eaters (e.g. making sandwiches)

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? .....

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?  
Good rapport with chn. Very safety conscious esp in thunder storms!

How do you rate the outdoor pursuits? ..... Great - chn all enjoyed

How do you rate the outdoor pursuit equipment? .....  
Excellent - clearly well looked after.

What were your pupil's favourite outdoor pursuits? .....  
water-ski + obstacle + blind trail

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?  
More structured activities had greater success - if all activities were developed then (as) confident chn might have felt

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities - SUP*

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

*thunderstorms!*

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

*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?

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

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

*Range of activities*

Which centre did you visit last year? *None - covid!*

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: .....

**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