

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: *L*

CENTRE: *Lockenbie Manor* DATES: *29.6.22 - 1.7.22*

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? *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? *5*

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? *1*

### SECTION 2: Arrivals

General Welcome: ..... Fire Drill: .....

Room Allocation: *5 (children not all on same floor)* Introductory Talk: *1*

### SECTION 3: Centre Facilities:

Pupil Accommodation: *3* Teacher Accommodation: *1*

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

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *lock did not lock on one door. Ventilation in rooms.*

Standard of cleanliness / tidiness? (teacher & pupil) *1*

.....

Standard of Furnishing? *3 - some of the beds frame being tightened - squeaky*

### SECTION 4: Meals

Were the meals of an adequate standard? *2*

.....

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? *N/A*

.....

Any other comments? *perhaps two choices of dessert*

*Staff exceptional and will go the extra mile 😊*

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

*All Male instructors enthusiastic and up beat*

*Rosie and Nathalie*

How do you rate the outdoor pursuits? *3*

.....

How do you rate the outdoor pursuit equipment? *1*

.....

What were your pupil's favourite outdoor pursuits? *Water activities*

.....

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

*No*

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

*Schools kept together so interaction limited indoors*

*Not to have very muddy/wet activities for last day of travel -*

SECTION 6: Overall Assessment

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

*Water activities*

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

*IE's games due to no enthusiasm from instructor*

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

*fair*

Will you be considering a further visit with Manor Adventure? .....

*undecided due to room*

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? *word of mouth*

What were the reasons for choosing Manor Adventure? *Research and dates*

Which centre did you visit last year? *NA*

What other visits does your school organise? *trips to France*

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