

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 ..... DATES: 29<sup>th</sup> June - 1<sup>st</sup> July .....  
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? ..... 2 .....

How could we improve our website, www.manoradventure.com?

Maybe include some of the newer activities (they are great)

If you had a visit from one of our School Journey Advisors: No

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: ..... 2 .....

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

### SECTION 3: Centre Facilities:

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

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

The Grounds: ..... 1 ..... Catering: ..... 2 .....

Were there any accommodation problems? Blocked sink in one room

Teacher had to move room at 10:30 pm due to another school's request.

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

Standard of Furnishing? ..... 2 .....

### SECTION 4: Meals

Were the meals of an adequate standard? 1 - Children were

very pleased with the food

Was there enough to eat? Yes

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: ..... 2 ..... Professional: ..... 1 .....

Which Instructors were motivating / clear / enthusiastic?

Most Instructors were clear in their explanation but a few needed to repeat as the children hadn't understood.

How do you rate the outdoor pursuits? ..... 1 .....

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

What were your pupil's favourite outdoor pursuits? Paddle board

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?

Option to pay for some of the other activities like in previous year our families can not afford to pay for the children to do for a while work but would pay extra for the

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *See the children push themselves out of their comfort zone.*

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

.....

How do you rate the overall product on a value for money basis? *1-2*

.....

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?

*Maybe delay the start of lunch and evening meal till about 20-25 minutes for all groups. Some children had water or muddy clothes and only had 5 minutes to get to lunch*

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? *Previous visits*

.....

.....

Which centre did you visit last year? *N/A (October 3 years ago dechoff)*

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