

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: LOCKEYSIE DATES: 25 - 29 APRIL 22
NAME OF ACCOMMODATION: MAIN 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

How could we improve our website, www.manoradventure.com?
INFORMATION IS ALREADY CLEAR

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening? DIFFICULT AS VIA ZOOM AND WIFI A PROBLEM

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? NOT NEEDED AS HAD VISITED BEFORE

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? NO

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? GOOD SELECTION
AND PUPILS ENJOYED

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES - WELL
ORGANISED CATERING SYSTEM

How do you rate the packed lunches? N/A

Any other comments? CATERING STAFF VERY
FRIENDLY TOWARDS PUPILS

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which instructors were motivating / clear / enthusiastic?

ALL INSTRUCTORS TRIED TO GET
THE BEST OUT OF THE PUPILS

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? HIGH ROPE
AND WATER ACTIVITIES

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? SEEING PUPILS RISE TO CHALLENGES PRESENTED.

Which aspect of your stay was least enjoyed? PUPILS THOROUGHLY USED WHOLE EXPERIENCE.

How do you rate the overall product on a value for money basis? VERY 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? CASTLE STAFF'S CUSTOMER SERVICE EXCELLENT.

Where did you hear of Manor Adventure? PREVIOUSLY VISITED

What were the reasons for choosing Manor Adventure? COVID REFUND POLICY AND EASE OF BOOKING WITH SECURITY.

Which centre did you visit last year? NONE - PANDEMIC

What other visits does your school organise? NO OTHER RESIDENTIAL VISITS.

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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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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